

Enterprise Incident Report July 2012

As of 8/1/2012

Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents			FCR Total
			High	Low	Medium	
Workforce Services	Application Services	Dustin Crump	0	5	0	5
			0	0	0	0
		Martin Gonzalez	0	2	0	2
			0	2	0	2
		Paul Lundell	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	17	0	17
			0	2	0	2
	Application Support - APEX	Dave Clark	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - CATS IV	Janice Folsom	0	2	0	2
			0	0	0	0
		Robert Love	0	1	0	1
		0	0	0	0	
	Assigned to Individual Total	0	3	0	3	
		0	0	0	0	

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - Content Manager	Nate Olson	0	3	0	3
			0	0	0	0
		Randall Ottesen	0	1	0	1
			0	0	0	0
	Tracy VanderVaart	0	1	0	1	
		0	0	0	0	
	Assigned to Individual Total	0	5	0	5	
		0	0	0	0	
	Application Support - CUBS	Rick Kowalczyk	0	2	1	3
			0	0	0	0
	Assigned to Individual Total	0	2	1	3	
		0	0	0	0	
	Application Support - Data Warehouse	Drew Maxfield	0	1	0	1
			0	0	0	0
	Assigned to Individual Total	0	1	0	1	
		0	0	0	0	
	Application Support - DBA	Douglas Larsen	0	2	0	2
			0	1	0	1
	Assigned to Individual Total	0	2	0	2	
		0	1	0	1	
Application Support - EFIND	Anhkim Le	2	7	0	9	
		0	0	0	0	
Assigned to Individual Total	2	7	0	9		
	0	0	0	0		
Application Support - EREP Data Processing	Brett Palmer	0	3	0	3	
		0	1	0	1	
Assigned to Individual Total	0	2	0	2		
	0	0	0	0		

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - EREP Data Processing	None	0	2	0	2
		Assigned to Individual Total	0	7	0	7
	Application Support - EREP Systems	Brett Palmer	0	9	0	9
		David Moffitt	0	2	0	2
		Assigned to Individual Total	0	11	0	11
	Application Support - MyCase	Ilya Oyzerskiy	0	5	0	5
		Assigned to Individual Total	0	5	0	5
	Application Support - UI Web	None	0	1	0	1
		Assigned to Individual Total	0	1	0	1
	Application Support - UWORKS	Eric Strong	0	4	0	4
		Jeff Pryor	0	1	0	1
		Shane Otvos	0	39	1	40
		Assigned to Individual Total	0	44	1	45
	Application Support - Web Dev	Christopher Schalk	0	1	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - Web Dev	Dave Clark	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Capitol Hosting	Doug Law	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Enterprise Security	Jed Johnson	0	1	0	1
			0	1	0	1
		Ken Wheeler	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	2	0	2
	Help Desk	Brenda Treadway	0	4	0	4
			0	4	0	4
		Eileen Dubach	0	1	1	2
			0	1	1	2
		Fred Schmidt	1	3	0	4
			0	0	0	0
		James Stearns	0	7	0	7
		0	7	0	7	
Julie VanBeekum	0	13	0	13		
	0	13	0	13		
Sarah Johnson	0	1	0	1		
	0	0	0	0		
Vicky Marrelli	0	5	0	5		
	0	5	0	5		

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			High	Low	Medium	FCR Total
Workforce Services	Help Desk	Assigned to Individual	1	34	1	36
		Total	0	30	1	31
	Mainframe Systems Support	Greg Shoop	0	2	0	2
			0	1	0	1
		Assigned to Individual	0	2	0	2
		Total	0	1	0	1
	Metro A Desktop Support	Adam Staks	0	28	0	28
			0	1	0	1
		Burton Brown	0	2	0	2
			0	0	0	0
		Eric Sedgwick	0	16	0	16
			0	3	0	3
		James Kammeyer	0	1	0	1
			0	0	0	0
Kraig Ellis		0	21	0	21	
		0	1	0	1	
Michael Barth	0	35	0	35		
	0	0	0	0		
Mike Beynon	0	4	0	4		
	0	0	0	0		
Nancy Hachmeister	0	1	0	1		
	0	0	0	0		
Robert Wall	0	4	0	4		
	0	0	0	0		
Rodney Austin	0	2	0	2		
	0	0	0	0		
Tracy VanderVaart	0	33	0	33		
	0	1	0	1		

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			High	Low	Medium	FCR Total
Workforce Services	Metro A Desktop Support	Assigned to Individual Total	0	147	0	147
			0	6	0	6
	Metro A Help Desk	Ed Conrad	0	213	0	213
			0	158	0	158
		Edward Fortner	0	68	0	68
			0	35	0	35
		Liz Evans	0	59	0	59
			0	51	0	51
	Assigned to Individual Total	0	346	0	346	
		0	244	0	244	
	Metro A Hosting	Chris Kunde	0	1	0	1
			0	0	0	0
		Keith Scholl	0	3	0	3
			0	0	0	0
		None	0	1	0	1
			0	0	0	0
	Assigned to Individual Total	1	3	1	5	
		0	0	0	0	
	Metro B Desktop Support	Anthony Booyse	0	3	0	3
			0	1	0	1
Jay Locker		0	1	0	1	
		0	0	0	0	

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			High	Low	Medium	FCR Total
Workforce Services	Metro B Desktop Support	Mike Wilde	0 0	2 0	0 0	2 0
		Peter Musser	0 0	6 0	0 0	6 0
		Sean Chadbourne	0 0	5 0	0 0	5 0
		Stephanie Young	0 0	3 0	0 0	3 0
		Tyler Pearce	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	23 2	0 0	23 2
	Metro B Help Desk	Val Shepherd	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Metro C Help Desk	Reed Stohel	0 0	2 2	0 0	2 2
		Ross Owen	0 0	4 3	0 0	4 3
		Assigned to Individual Total	0 0	6 5	0 0	6 5
	Network Operations	Brian Chatwin	0 0	2 0	1 0	3 0
		Cory Greenwell	0 0	2 0	0 0	2 0
		Dave Bodily	0 0	1 0	0 0	1 0

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			High	Low	Medium	FCR Total
Workforce Services	Network Operations	Jeff Reed	0	1	0	1
			0	0	0	0
		Michael Ostrander	0	5	0	5
			0	0	0	0
	Robert Ryan	0	3	1	4	
		0	0	0	0	
	Assigned to Individual Total	0	14	2	16	
		0	0	0	0	
	Operations Production Control	Cal Brinton	0	7	0	7
			0	5	0	5
		Christie Burnham	2	160	0	162
			2	154	0	156
	Duane Hardy	0	22	0	22	
		0	19	0	19	
	Assigned to Individual Total	2	189	0	191	
		2	178	0	180	
	Rural Central Desktop Support	Jay Barfuss	0	5	0	5
			0	3	0	3
Jeremy Standifird		0	10	0	10	
		0	1	0	1	
Jessica Purcell		0	2	0	2	
		0	2	0	2	
Paul Petersen	0	3	0	3		
	0	1	0	1		
Rod Montoya	0	29	0	29		
	0	28	0	28		
Ron LeBaron	0	4	0	4		
	0	1	0	1		

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			High	Low	Medium	FCR Total
Workforce Services	Rural Central Desktop Support	Todd Hardy	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	54	0	54
			0	37	0	37
	Rural North Desktop Support	Dane Smith	0	5	0	5
			0	0	0	0
		Don Higgs	0	3	0	3
			0	3	0	3
		Kelly Warren	0	2	0	2
			0	1	0	1
		Kim Ratushniak	0	13	0	13
			0	13	0	13
		Neil Smedley	0	9	0	9
			0	3	0	3
		Rodney Peterson	0	18	0	18
		0	9	0	9	
	Ruston McKay	0	18	0	18	
		0	18	0	18	
	Ryan Casey	0	8	0	8	
		0	1	0	1	
Wayne Higgs	0	5	0	5		
	0	1	0	1		
	Assigned to Individual Total	0	81	0	81	
		0	49	0	49	
Rural South Desktop Support	Cole Gifford	0	1	0	1	
		0	0	0	0	
Doug Chaston	0	3	0	3		
	0	2	0	2		

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			High	Low	Medium	FCR Total
Workforce Services	Rural South Desktop Support	Doug Thornton	0	1	0	1
			0	1	0	1
		Joel Finlinson	0	3	0	3
			0	2	0	2
		Lance Nay	0	17	0	17
			0	17	0	17
		Meladye Shively	0	2	0	2
		0	1	0	1	
	Scott Jesienouski	0	1	0	1	
		0	0	0	0	
	Assigned to Individual Total	0	28	0	28	
		0	23	0	23	
	Strategic Communications	Dennis Rogers	0	1	0	1
			0	0	0	0
	Assigned to Individual Total	0	1	0	1	
		0	0	0	0	
	Technical Application Help Desk	Debbie Campbell	0	2	0	2
			0	0	0	0
		Jaynee Kimber	0	2	0	2
			0	2	0	2
Jeff Dart		0	2	0	2	
		0	0	0	0	
Lori Newren		0	43	0	43	
	0	39	0	39		
Melinda Indo	0	26	0	26		
	0	25	0	25		
Michelle Meyer	0	13	0	13		
	0	0	0	0		

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			High	Low	Medium	FCR Total
Workforce Services	Technical Application Help Desk	Assigned to Individual	0	88	0	88
		Total	0	66	0	66
	Technical Lead/Project Manager	Martin Gonzalez	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
	Voice Operations	Gail Christiansen	0	15	0	15
			0	0	0	0
		Julie Sabato	0	2	0	2
			0	0	0	0
		Kelly Johnson	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	1	48	0	49
	Voice/Data/WAN Services	Art Scott	0	1	0	1
			0	0	0	0
		Greg Blessing	0	1	0	1
			0	0	0	0
		Mike Johnson	0	2	0	2
			0	0	0	0
	Mitch Hood	0	1	0	1	
	0	0	0	0		
Spencer Blodgett	0	4	0	4		
	0	0	0	0		

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			High	Low	Medium	FCR Total
Workforce Services	Voice/Data/WAN Services	Assigned to Individual	0	9	0	9
		Total	0	0	0	0
Assigned Group Total			7	1,197	6	1,210
			2	662	1	665
Customer Company Total			7	1,197	6	1,210
			2	662	1	665

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Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Workforce Services	Application Services	Dustin Crump	0 0	5 0	0 0	5 0
		Martin Gonzalez	0 0	2 0	0 0	2 0
		Paul Lundell	0 0	1 0	0 0	1 0
		Terry Forsgren	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	7 1	0 0	7 1
		Assigned to Individual Total	0 0	17 1	0 0	17 1
	Application Support - APEX	Dave Clark	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - CATS IV	Janice Folsom	0 0	2 0	0 0	2 0
		Robert Love	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - Content Manager	Nate Olson	0	3	0	3
			0	0	0	0
		Randall Ottesen	0	1	0	1
			0	0	0	0
	Tracy VanderVaart	0	1	0	1	
		0	0	0	0	
	Assigned to Individual Total	0	5	0	5	
		0	0	0	0	
	Application Support - CUBS	Rick Kowalczyk	0	2	1	3
			0	1	0	1
	Assigned to Individual Total	0	2	1	3	
		0	1	0	1	
	Application Support - Data Warehouse	Drew Maxfield	0	1	0	1
			0	0	0	0
	Assigned to Individual Total	0	1	0	1	
		0	0	0	0	
	Application Support - DBA	Douglas Larsen	0	2	0	2
			0	0	0	0
	Assigned to Individual Total	0	2	0	2	
		0	0	0	0	
Application Support - EFIND	Anhkim Le	2	7	0	9	
		2	3	0	5	
Assigned to Individual Total	2	7	0	9		
	2	3	0	5		
Application Support - EREP Data Processing	Brett Palmer	0	3	0	3	
		0	0	0	0	
Assigned to Individual Total	0	2	0	2		
	0	0	0	0		

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - EREP Data Processing	None	0	2	0	2
		Assigned to Individual Total	0	7	0	7
	Application Support - EREP Systems	Brett Palmer	0	9	0	9
		David Moffitt	0	2	0	2
		Assigned to Individual Total	0	11	0	11
	Application Support - MyCase	Ilya Oyzerskiy	0	5	0	5
		Assigned to Individual Total	0	5	0	5
	Application Support - UI Web	None	0	1	0	1
		Assigned to Individual Total	0	1	0	1
	Application Support - UWORKS	Eric Strong	0	4	0	4
		Jeff Pryor	0	1	0	1
		Shane Otvos	0	39	1	40
		Assigned to Individual Total	0	44	1	45
	Application Support - Web Dev	Christopher Schalk	0	1	0	1
			0	0	0	0

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - Web Dev	Dave Clark	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Capitol Hosting	Doug Law	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Enterprise Security	Jed Johnson	0	1	0	1
			0	0	0	0
		Ken Wheeler	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Help Desk	Brenda Treadway	0	4	0	4
			0	0	0	0
		Eileen Dubach	0	1	1	2
			0	0	1	1
		Fred Schmidt	1	3	0	4
			1	2	0	3
James Stearns		0	7	0	7	
		0	0	0	0	
Julie VanBeekum	0	13	0	13		
	0	0	0	0		
Sarah Johnson	0	1	0	1		
	0	0	0	0		
Vicky Marrelli	0	5	0	5		
	0	0	0	0		

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			High	Low	Medium	MIR Total
Workforce Services	Help Desk	Assigned to Individual	1	34	1	36
		Total	1	2	1	4
	Mainframe Systems Support	Greg Shoop	0	2	0	2
			0	1	0	1
		Assigned to Individual	0	2	0	2
		Total	0	1	0	1
	Metro A Desktop Support	Adam Staks	0	28	0	28
			0	0	0	0
		Burton Brown	0	2	0	2
			0	0	0	0
		Eric Sedgwick	0	16	0	16
			0	0	0	0
		James Kammeyer	0	1	0	1
			0	0	0	0
		Kraig Ellis	0	21	0	21
		0	0	0	0	
Michael Barth	0	35	0	35		
	0	0	0	0		
Mike Beynon	0	4	0	4		
	0	0	0	0		
Nancy Hachmeister	0	1	0	1		
	0	0	0	0		
Robert Wall	0	4	0	4		
	0	0	0	0		
Rodney Austin	0	2	0	2		
	0	0	0	0		
Tracy VanderVaart	0	33	0	33		
	0	0	0	0		

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			High	Low	Medium	MIR Total	
Workforce Services	Metro A Desktop Support	Assigned to Individual Total	0	147	0	147	
			0	0	0	0	
	Metro A Help Desk		Ed Conrad	0	213	0	213
				0	1	0	1
			Edward Fortner	0	68	0	68
				0	0	0	0
			Liz Evans	0	59	0	59
				0	0	0	0
	Metro A Hosting		Chris Kunde	0	1	0	1
				0	0	0	0
			Keith Scholl	0	3	0	3
				0	0	0	0
			None	0	1	0	1
				0	0	0	0
	Metro A Hosting		Thomas P Jones	1	3	1	5
				1	1	0	2
			Tom Carney	0	4	0	4
			0	0	0	0	
Assigned to Individual Total			1	12	1	14	
			1	1	0	2	
Metro B Desktop Support		Anthony Booyse	0	3	0	3	
			0	0	0	0	
Metro B Desktop Support		Jay Locker	0	1	0	1	
			0	0	0	0	

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			High	Low	Medium	MIR Total
Workforce Services	Metro B Desktop Support	Mike Wilde	0 0	2 0	0 0	2 0
		Peter Musser	0 0	6 0	0 0	6 0
		Sean Chadbourne	0 0	5 0	0 0	5 0
		Stephanie Young	0 0	3 0	0 0	3 0
		Tyler Pearce	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	23 0	0 0	23 0
	Metro B Help Desk	Val Shepherd	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro C Help Desk	Reed Stohel	0 0	2 0	0 0	2 0
		Ross Owen	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Network Operations	Brian Chatwin	0 0	2 0	1 0	3 0
		Cory Greenwell	0 0	2 0	0 0	2 0
		Dave Bodily	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Workforce Services	Network Operations	Jeff Reed	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	5 1	0 0	5 1
		Robert Ryan	0 0	3 0	1 0	4 0
		Assigned to Individual Total	0 0	14 1	2 0	16 1
	Operations Production Control	Cal Brinton	0 0	7 0	0 0	7 0
		Christie Burnham	2 0	160 0	0 0	162 0
		Duane Hardy	0 0	22 0	0 0	22 0
		Assigned to Individual Total	2 0	189 0	0 0	191 0
	Rural Central Desktop Support	Jay Barfuss	0 0	5 0	0 0	5 0
		Jeremy Standifird	0 0	10 0	0 0	10 0
		Jessica Purcell	0 0	2 0	0 0	2 0
		Paul Petersen	0 0	3 0	0 0	3 0
		Rod Montoya	0 0	29 0	0 0	29 0
		Ron LeBaron	0 0	4 1	0 0	4 1

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			High	Low	Medium	MIR Total
Workforce Services	Rural Central Desktop Support	Todd Hardy	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	54	0	54
			0	1	0	1
	Rural North Desktop Support	Dane Smith	0	5	0	5
			0	0	0	0
		Don Higgs	0	3	0	3
			0	0	0	0
		Kelly Warren	0	2	0	2
			0	1	0	1
		Kim Ratushniak	0	13	0	13
			0	0	0	0
		Neil Smedley	0	9	0	9
			0	0	0	0
		Rodney Peterson	0	18	0	18
		0	0	0	0	
	Ruston McKay	0	18	0	18	
		0	0	0	0	
	Ryan Casey	0	8	0	8	
		0	0	0	0	
Wayne Higgs	0	5	0	5		
	0	0	0	0		
	Assigned to Individual Total	0	81	0	81	
		0	1	0	1	
Rural South Desktop Support	Cole Gifford	0	1	0	1	
		0	0	0	0	
Doug Chaston	0	3	0	3		
		0	0	0	0	

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			High	Low	Medium	MIR Total
Workforce Services	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0
		Joel Finlinson	0 0	3 0	0 0	3 0
		Lance Nay	0 0	17 0	0 0	17 0
		Meladye Shively	0 0	2 0	0 0	2 0
		Scott Jesienouski	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	28 0	0 0	28 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Application Help Desk	Debbie Campbell	0 0	2 0	0 0	2 0
		Jaynee Kimber	0 0	2 0	0 0	2 0
		Jeff Dart	0 0	2 1	0 0	2 1
		Lori Newren	0 0	43 0	0 0	43 0
		Melinda Indo	0 0	26 1	0 0	26 1
		Michelle Meyer	0 0	13 3	0 0	13 3

Enterprise Incident Report July 2012

As of 8/1/2012

Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Technical Application Help Desk	Assigned to Individual	0	88	0	88
		Total	0	5	0	5
	Technical Lead/Project Manager	Martin Gonzalez	0	1	0	1
			0	0	0	0
		Assigned to Individual	0	1	0	1
		Total	0	0	0	0
	Voice Operations	Gail Christiansen	0	15	0	15
			0	0	0	0
		Julie Sabato	0	2	0	2
			0	0	0	0
		Kelly Johnson	0	2	0	2
			0	0	0	0
		Leon Owen	0	4	0	4
		0	0	0	0	
		Romanza Hamblin Sorensen	1	25	0	26
			0	0	0	0
		Assigned to Individual	1	48	0	49
		Total	0	0	0	0
	Voice/Data/WAN Services	Art Scott	0	1	0	1
			0	0	0	0
Greg Blessing		0	1	0	1	
		0	0	0	0	
Mike Johnson		0	2	0	2	
	0	0	0	0		
	Mitch Hood	0	1	0	1	
		0	0	0	0	
	Spencer Blodgett	0	4	0	4	
		0	0	0	0	

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Voice/Data/WAN Services	Assigned to Individual Total	0	9	0	9
			0	0	0	0
Assigned Group Total			7	1,197	6	1,210
			4	44	1	49
Customer Company Total			7	1,197	6	1,210
			4	44	1	49

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Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents			ATTIR Total
			High	Low	Medium	
Workforce Services	Application Services	Dustin Crump	0 0.00	5 0.13	0 0.00	5 0.13
		Martin Gonzalez	0 0.00	2 0.65	0 0.00	2 0.65
		Paul Lundell	0 0.00	1 0.66	0 0.00	1 0.66
		Terry Forsgren	0 0.00	2 0.13	0 0.00	2 0.13
		Tony Larsen	0 0.00	7 0.46	0 0.00	7 0.46
		Assigned to Individual Total	0 0.00	17 0.36	0 0.00	17 0.36
	Application Support - APEX	Dave Clark	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - CATS IV	Janice Folsom	0 0.00	2 0.00	0 0.00	2 0.00
		Robert Love	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - Content Manager	Nate Olson	0 0.00	3 0.04	0 0.00	3 0.04
		Randall Ottesen	0 0.00	1 0.27	0 0.00	1 0.27
		Tracy VanderVaart	0 0.00	1 0.01	0 0.00	1 0.01
		Assigned to Individual Total	0 0.00	5 0.08	0 0.00	5 0.08
	Application Support - CUBS	Rick Kowalczyk	0 0.00	2 1.37	1 0.00	3 0.91
		Assigned to Individual Total	0 0.00	2 1.37	1 0.00	3 0.91
	Application Support - Data Warehouse	Drew Maxfield	0 0.00	1 0.56	0 0.00	1 0.56
		Assigned to Individual Total	0 0.00	1 0.56	0 0.00	1 0.56
	Application Support - DBA	Douglas Larsen	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Application Support - EFIND	Anhkim Le	2 1.01	7 3.37	0 0.00	9 2.85
		Assigned to Individual Total	2 1.01	7 3.37	0 0.00	9 2.85
	Application Support - EREP Data Processing	Brett Palmer	0 0.00	3 0.06	0 0.00	3 0.06
		David Moffitt	0 0.00	2 0.00	0 0.00	2 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - EREP Data Processing	None	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	7 0.03	0 0.00	7 0.03
	Application Support - EREP Systems	Brett Palmer	0 0.00	9 77.95	0 0.00	9 77.95
		David Moffitt	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	11 63.78	0 0.00	11 63.78
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	5 1.35	0 0.00	5 1.35
		Assigned to Individual Total	0 0.00	5 1.35	0 0.00	5 1.35
	Application Support - UI Web	None	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - UWORKS	Eric Strong	0 0.00	4 0.41	0 0.00	4 0.41
		Jeff Pryor	0 0.00	1 0.07	0 0.00	1 0.07
		Shane Otvos	0 0.00	39 1.09	1 0.18	40 1.07
		Assigned to Individual Total	0 0.00	44 1.01	1 0.18	45 0.99
	Application Support - Web Dev	Christopher Schalk	0 0.00	1 0.10	0 0.00	1 0.10

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - Web Dev	Dave Clark	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	2 0.14	0 0.00	2 0.14
	Capitol Hosting	Doug Law	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Enterprise Security	Jed Johnson	0 0.00	1 0.00	0 0.00	1 0.00
		Ken Wheeler	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Help Desk	Brenda Treadway	0 0.00	4 0.00	0 0.00	4 0.00
		Eileen Dubach	0 0.00	1 0.00	1 452.82	2 226.41
		Fred Schmidt	1 2,282.40	3 340.83	0 0.00	4 826.23
		James Stearns	0 0.00	7 0.01	0 0.00	7 0.01
		Julie VanBeekum	0 0.00	13 0.05	0 0.00	13 0.05
		Sarah Johnson	0 0.00	1 0.49	0 0.00	1 0.49
		Vicky Marrelli	0 0.00	5 0.05	0 0.00	5 0.05

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Help Desk	Assigned to Individual Total	1	34	1	36
			2,282.40	30.11	452.82	104.42
	Mainframe Systems Support	Greg Shoop	0	2	0	2
			0.00	0.52	0.00	0.52
		Assigned to Individual Total	0	2	0	2
			0.00	0.52	0.00	0.52
	Metro A Desktop Support	Adam Staks	0	28	0	28
			0.00	0.12	0.00	0.12
		Burton Brown	0	2	0	2
			0.00	0.11	0.00	0.11
		Eric Sedgwick	0	16	0	16
			0.00	0.07	0.00	0.07
		James Kammeyer	0	1	0	1
			0.00	0.00	0.00	0.00
Kraig Ellis		0	21	0	21	
		0.00	0.14	0.00	0.14	
Michael Barth		0	35	0	35	
	0.00	0.05	0.00	0.05		
Mike Beynon	0	4	0	4		
	0.00	0.03	0.00	0.03		
Nancy Hachmeister	0	1	0	1		
	0.00	0.00	0.00	0.00		
Robert Wall	0	4	0	4		
	0.00	0.02	0.00	0.02		
Rodney Austin	0	2	0	2		
	0.00	0.00	0.00	0.00		
Tracy VanderVaart	0	33	0	33		
	0.00	0.07	0.00	0.07		

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro A Desktop Support	Assigned to Individual Total	0 0.00	147 0.08	0 0.00	147 0.08
	Metro A Help Desk	Ed Conrad	0 0.00	213 0.14	0 0.00	213 0.14
		Edward Fortner	0 0.00	68 0.08	0 0.00	68 0.08
		Liz Evans	0 0.00	59 0.02	0 0.00	59 0.02
		None	0 0.00	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total	0 0.00	346 0.11	0 0.00	346 0.11
		Metro A Hosting	Chris Kunde	0 0.00	1 0.00	0 0.00
	Keith Scholl		0 0.00	3 0.00	0 0.00	3 0.00
	None		0 0.00	1 0.00	0 0.00	1 0.00
	Thomas P Jones		1 1.25	3 0.67	1 0.00	5 0.65
	Tom Carney		0 0.00	4 0.18	0 0.00	4 0.18
	Assigned to Individual Total		1 1.25	12 0.23	1 0.00	14 0.28
	Metro B Desktop Support		Anthony Booyse	0 0.00	3 0.00	0 0.00
		Jay Locker	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro B Desktop Support	Mike Wilde	0 0.00	2 0.05	0 0.00	2 0.05
		Peter Musser	0 0.00	6 0.06	0 0.00	6 0.06
		Sean Chadbourne	0 0.00	5 0.38	0 0.00	5 0.38
		Stephanie Young	0 0.00	3 0.17	0 0.00	3 0.17
		Tyler Pearce	0 0.00	3 0.17	0 0.00	3 0.17
		Assigned to Individual Total	0 0.00	23 0.15	0 0.00	23 0.15
	Metro B Help Desk	Val Shepherd	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Metro C Help Desk	Reed Stohel	0 0.00	2 0.00	0 0.00	2 0.00
		Ross Owen	0 0.00	4 0.09	0 0.00	4 0.09
		Assigned to Individual Total	0 0.00	6 0.06	0 0.00	6 0.06
	Network Operations	Brian Chatwin	0 0.00	2 0.00	1 0.26	3 0.09
		Cory Greenwell	0 0.00	2 0.14	0 0.00	2 0.14
		Dave Bodily	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Network Operations	Jeff Reed	0 0.00	1 0.00	0 0.00	1 0.00
		Michael Ostrander	0 0.00	5 0.32	0 0.00	5 0.32
		Robert Ryan	0 0.00	3 0.00	1 0.00	4 0.00
		Assigned to Individual Total	0 0.00	14 0.13	2 0.13	16 0.13
	Operations Production Control	Cal Brinton	0 0.00	7 0.00	0 0.00	7 0.00
		Christie Burnham	2 0.00	160 0.00	0 0.00	162 0.00
		Duane Hardy	0 0.00	22 0.04	0 0.00	22 0.04
		Assigned to Individual Total	2 0.00	189 0.01	0 0.00	191 0.01
	Rural Central Desktop Support	Jay Barfuss	0 0.00	5 0.00	0 0.00	5 0.00
		Jeremy Standifird	0 0.00	10 0.02	0 0.00	10 0.02
		Jessica Purcell	0 0.00	2 0.00	0 0.00	2 0.00
		Paul Petersen	0 0.00	3 0.12	0 0.00	3 0.12
		Rod Montoya	0 0.00	29 0.00	0 0.00	29 0.00
		Ron LeBaron	0 0.00	4 1.55	0 0.00	4 1.55

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural Central Desktop Support	Todd Hardy	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	54 0.13	0 0.00	54 0.13
	Rural North Desktop Support	Dane Smith	0 0.00	5 0.15	0 0.00	5 0.15
		Don Higgs	0 0.00	3 0.00	0 0.00	3 0.00
		Kelly Warren	0 0.00	2 1.29	0 0.00	2 1.29
		Kim Ratushniak	0 0.00	13 0.00	0 0.00	13 0.00
		Neil Smedley	0 0.00	9 0.07	0 0.00	9 0.07
		Rodney Peterson	0 0.00	18 0.04	0 0.00	18 0.04
		Ruston McKay	0 0.00	18 0.05	0 0.00	18 0.05
		Ryan Casey	0 0.00	8 0.15	0 0.00	8 0.15
		Wayne Higgs	0 0.00	5 0.13	0 0.00	5 0.13
		Assigned to Individual Total	0 0.00	81 0.09	0 0.00	81 0.09
	Rural South Desktop Support	Cole Gifford	0 0.00	1 0.00	0 0.00	1 0.00
		Doug Chaston	0 0.00	3 0.00	0 0.00	3 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural South Desktop Support	Doug Thornton	0 0.00	1 0.00	0 0.00	1 0.00
		Joel Finlinson	0 0.00	3 0.01	0 0.00	3 0.01
		Lance Nay	0 0.00	17 0.00	0 0.00	17 0.00
		Meladye Shively	0 0.00	2 0.00	0 0.00	2 0.00
		Scott Jesienouski	0 0.00	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	0 0.00	28 0.00	0 0.00	28 0.00
	Strategic Communications	Dennis Rogers	0 0.00	1 0.35	0 0.00	1 0.35
		Assigned to Individual Total	0 0.00	1 0.35	0 0.00	1 0.35
	Technical Application Help Desk	Debbie Campbell	0 0.00	2 0.21	0 0.00	2 0.21
		Jaynee Kimber	0 0.00	2 0.00	0 0.00	2 0.00
		Jeff Dart	0 0.00	2 1.03	0 0.00	2 1.03
		Lori Newren	0 0.00	43 0.04	0 0.00	43 0.04
		Melinda Indo	0 0.00	26 0.07	0 0.00	26 0.07
		Michelle Meyer	0 0.00	13 0.61	0 0.00	13 0.61

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Technical Application Help Desk	Assigned to Individual Total	0 0.00	88 0.16	0 0.00	88 0.16
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	15 0.23	0 0.00	15 0.23
		Julie Sabato	0 0.00	2 0.00	0 0.00	2 0.00
		Kelly Johnson	0 0.00	2 0.24	0 0.00	2 0.24
		Leon Owen	0 0.00	4 0.13	0 0.00	4 0.13
		Romanza Hamblin Sorensen	1 0.32	25 0.23	0 0.00	26 0.23
		Assigned to Individual Total	1 0.32	48 0.21	0 0.00	49 0.21
	Voice/Data/WAN Services	Art Scott	0 0.00	1 0.26	0 0.00	1 0.26
		Greg Blessing	0 0.00	1 0.05	0 0.00	1 0.05
		Mike Johnson	0 0.00	2 0.10	0 0.00	2 0.10
		Mitch Hood	0 0.00	1 0.86	0 0.00	1 0.86
		Spencer Blodgett	0 0.00	4 0.41	0 0.00	4 0.41

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Voice/Data/WAN Services	Assigned to Individual Total	0 0.00	9 0.33	0 0.00	9 0.33
	Assigned Group Total		7 326.57	1,197 1.60	6 75.54	1,210 3.84
Customer Company Total			7 326.57	1,197 1.60	6 75.54	1,210 3.84

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Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents		Bottom Number - Missed Resolution		
			High	Low	Medium	MR Total	
Workforce Services	Application Services	Dustin Crump	0	5	0	5	
			0	0	0	0	
		Martin Gonzalez	0	2	0	2	
			0	1	0	1	
		Paul Lundell	0	1	0	1	
			0	0	0	0	
		Terry Forsgren	0	2	0	2	
			0	0	0	0	
		Tony Larsen	0	7	0	7	
			0	0	0	0	
		Assigned to Individual Total	0	17	0	17	
			0	1	0	1	
		Application Support - APEX	Dave Clark	0	1	0	1
			0	0	0	0	
		Assigned to Individual Total	0	1	0	1	
		0	0	0	0		
	Application Support - CATS IV	Janice Folsom	0	2	0	2	
		0	2	0	2		
		Robert Love	0	1	0	1	
		0	1	0	1		
		Assigned to Individual Total	0	3	0	3	
		0	3	0	3		

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Workforce Services

			High	Low	Medium	MR Total	
Workforce Services	Application Support - Content Manager	Nate Olson	0	3	0	3	
			0	0	0	0	
		Randall Ottesen	0	1	0	1	
			0	0	0	0	
	Tracy VanderVaart		0	1	0	1	
			0	0	0	0	
	Assigned to Individual Total		0	5	0	5	
			0	0	0	0	
	Application Support - CUBS	Rick Kowalczyk		0	2	1	3
				0	1	0	1
	Assigned to Individual Total		0	2	1	3	
			0	1	0	1	
	Application Support - Data Warehouse	Drew Maxfield		0	1	0	1
				0	0	0	0
	Assigned to Individual Total		0	1	0	1	
			0	0	0	0	
	Application Support - DBA	Douglas Larsen		0	2	0	2
				0	1	0	1
Assigned to Individual Total		0	2	0	2		
		0	1	0	1		
Application Support - EFIND	Anhkim Le		2	7	0	9	
			0	2	0	2	
Assigned to Individual Total		2	7	0	9		
		0	2	0	2		
Application Support - EREP Data Processing	Brett Palmer		0	3	0	3	
			0	0	0	0	
Assigned to Individual Total		0	3	0	3		
		0	0	0	0		
Application Support - EREP Data Processing	David Moffitt		0	2	0	2	
			0	0	0	0	
Assigned to Individual Total		0	2	0	2		
		0	0	0	0		

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - EREP Data Processing	None	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	7	0	7
			0	0	0	0
	Application Support - EREP Systems	Brett Palmer	0	9	0	9
			0	6	0	6
		David Moffitt	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	11	0	11
			0	6	0	6
	Application Support - MyCase	Ilya Oyzerskiy	0	5	0	5
			0	1	0	1
		Assigned to Individual Total	0	5	0	5
			0	1	0	1
	Application Support - UI Web	None	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - UWORKS	Eric Strong	0	4	0	4
			0	0	0	0
Jeff Pryor		0	1	0	1	
		0	1	0	1	
	Shane Otvos	0	39	1	40	
		0	4	0	4	
	Assigned to Individual Total	0	44	1	45	
		0	5	0	5	
Application Support - Web Dev	Christopher Schalk	0	1	0	1	
		0	0	0	0	

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - Web Dev	Dave Clark	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Capitol Hosting	Doug Law	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Jed Johnson	0 0	1 0	0 0	1 0
		Ken Wheeler	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Help Desk	Brenda Treadway	0 0	4 0	0 0	4 0
		Eileen Dubach	0 0	1 0	1 1	2 1
		Fred Schmidt	1 1	3 2	0 0	4 3
		James Stearns	0 0	7 0	0 0	7 0
		Julie VanBeekum	0 0	13 0	0 0	13 0
		Sarah Johnson	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	5 0	0 0	5 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Help Desk	Assigned to Individual	1	34	1	36
		Total	1	3	1	5
	Mainframe Systems Support	Greg Shoop	0	2	0	2
			0	0	0	0
		Assigned to Individual	0	2	0	2
		Total	0	0	0	0
	Metro A Desktop Support	Adam Staks	0	28	0	28
			0	0	0	0
		Burton Brown	0	2	0	2
			0	0	0	0
		Eric Sedgwick	0	16	0	16
			0	0	0	0
		James Kammeyer	0	1	0	1
			0	0	0	0
		Kraig Ellis	0	21	0	21
		0	0	0	0	
Michael Barth		0	35	0	35	
	0	0	0	0		
Mike Beynon	0	4	0	4		
	0	0	0	0		
Nancy Hachmeister	0	1	0	1		
	0	0	0	0		
Robert Wall	0	4	0	4		
	0	0	0	0		
Rodney Austin	0	2	0	2		
	0	0	0	0		
Tracy VanderVaart	0	33	0	33		
	0	0	0	0		

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Workforce Services

			High	Low	Medium	MR Total	
Workforce Services	Metro A Desktop Support	Assigned to Individual Total	0	147	0	147	
			0	0	0	0	
	Metro A Help Desk		Ed Conrad	0	213	0	213
				0	1	0	1
			Edward Fortner	0	68	0	68
				0	0	0	0
			Liz Evans	0	59	0	59
				0	0	0	0
	Metro A Hosting		Chris Kunde	0	1	0	1
				0	1	0	1
			Keith Scholl	0	3	0	3
				0	0	0	0
			None	0	1	0	1
				0	0	0	0
	Metro A Desktop Support		Thomas P Jones	1	3	1	5
				0	0	0	0
Tom Carney			0	4	0	4	
			0	1	0	1	
Assigned to Individual Total			1	12	1	14	
			0	2	0	2	
Metro B Desktop Support		Anthony Booyse	0	3	0	3	
			0	0	0	0	
Metro B Desktop Support		Jay Locker	0	1	0	1	
			0	0	0	0	

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro B Desktop Support	Mike Wilde	0 0	2 0	0 0	2 0
		Peter Musser	0 0	6 0	0 0	6 0
		Sean Chadbourne	0 0	5 0	0 0	5 0
		Stephanie Young	0 0	3 0	0 0	3 0
		Tyler Pearce	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	23 0	0 0	23 0
	Metro B Help Desk	Val Shepherd	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro C Help Desk	Reed Stohel	0 0	2 0	0 0	2 0
		Ross Owen	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Network Operations	Brian Chatwin	0 0	2 0	1 0	3 0
		Cory Greenwell	0 0	2 0	0 0	2 0
		Dave Bodily	0 0	1 1	0 0	1 1

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Network Operations	Jeff Reed	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	5 0	0 0	5 0
		Robert Ryan	0 0	3 0	1 0	4 0
		Assigned to Individual Total	0 0	14 1	2 0	16 1
	Operations Production Control	Cal Brinton	0 0	7 0	0 0	7 0
		Christie Burnham	2 0	160 0	0 0	162 0
		Duane Hardy	0 0	22 0	0 0	22 0
		Assigned to Individual Total	2 0	189 0	0 0	191 0
	Rural Central Desktop Support	Jay Barfuss	0 0	5 0	0 0	5 0
		Jeremy Standifird	0 0	10 2	0 0	10 2
		Jessica Purcell	0 0	2 0	0 0	2 0
		Paul Petersen	0 0	3 0	0 0	3 0
		Rod Montoya	0 0	29 0	0 0	29 0
		Ron LeBaron	0 0	4 1	0 0	4 1

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural Central Desktop Support	Todd Hardy	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	54 3	0 0	54 3
	Rural North Desktop Support	Dane Smith	0 0	5 1	0 0	5 1
		Don Higgs	0 0	3 0	0 0	3 0
		Kelly Warren	0 0	2 0	0 0	2 0
		Kim Ratushniak	0 0	13 1	0 0	13 1
		Neil Smedley	0 0	9 0	0 0	9 0
		Rodney Peterson	0 0	18 0	0 0	18 0
		Ruston McKay	0 0	18 0	0 0	18 0
		Ryan Casey	0 0	8 0	0 0	8 0
		Wayne Higgs	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	81 2	0 0	81 2
	Rural South Desktop Support	Cole Gifford	0 0	1 1	0 0	1 1
		Doug Chaston	0 0	3 0	0 0	3 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0
		Joel Finlinson	0 0	3 0	0 0	3 0
		Lance Nay	0 0	17 0	0 0	17 0
		Meladye Shively	0 0	2 0	0 0	2 0
		Scott Jesienouski	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	28 1	0 0	28 1
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Application Help Desk	Debbie Campbell	0 0	2 0	0 0	2 0
		Jaynee Kimber	0 0	2 0	0 0	2 0
		Jeff Dart	0 0	2 0	0 0	2 0
		Lori Newren	0 0	43 0	0 0	43 0
		Melinda Indo	0 0	26 0	0 0	26 0
		Michelle Meyer	0 0	13 0	0 0	13 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Technical Application Help Desk	Assigned to Individual	0	88	0	88
		Total	0	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
	Voice Operations	Gail Christiansen	0	15	0	15
			0	0	0	0
		Julie Sabato	0	2	0	2
			0	0	0	0
		Kelly Johnson	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	1	48	0	49
	Voice/Data/WAN Services	Art Scott	0	1	0	1
			0	0	0	0
		Greg Blessing	0	1	0	1
			0	0	0	0
		Mike Johnson	0	2	0	2
		0	0	0	0	
	Mitch Hood	0	1	0	1	
		0	0	0	0	
Spencer Blodgett	0	4	0	4		
	0	0	0	0		

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Voice/Data/WAN Services	Assigned to Individual Total	0	9	0	9
			0	0	0	0
Assigned Group Total			7	1,197	6	1,210
			1	33	1	35
Customer Company Total			7	1,197	6	1,210
			1	33	1	35

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Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents		Bottom Number - Average time in hours	
			High	Low	Medium	ATTR Total
Workforce Services	Application Services	Dustin Crump	0 0.00	5 1.55	0 0.00	5 1.55
		Martin Gonzalez	0 0.00	2 4.95	0 0.00	2 4.95
		Paul Lundell	0 0.00	1 0.80	0 0.00	1 0.80
		Terry Forsgren	0 0.00	2 0.89	0 0.00	2 0.89
		Tony Larsen	0 0.00	7 0.68	0 0.00	7 0.68
		Assigned to Individual Total	0 0.00	17 1.47	0 0.00	17 1.47
	Application Support - APEX	Dave Clark	0 0.00	1 1.38	0 0.00	1 1.38
		Assigned to Individual Total	0 0.00	1 1.38	0 0.00	1 1.38
	Application Support - CATS IV	Janice Folsom	0 0.00	2 15.53	0 0.00	2 15.53
		Robert Love	0 0.00	1 6.09	0 0.00	1 6.09
		Assigned to Individual Total	0 0.00	3 12.38	0 0.00	3 12.38

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - Content Manager	Nate Olson	0 0.00	3 0.74	0 0.00	3 0.74
		Randall Ottesen	0 0.00	1 0.27	0 0.00	1 0.27
		Tracy VanderVaart	0 0.00	1 0.01	0 0.00	1 0.01
		Assigned to Individual Total	0 0.00	5 0.50	0 0.00	5 0.50
	Application Support - CUBS	Rick Kowalczyk	0 0.00	2 12.04	1 0.94	3 8.34
		Assigned to Individual Total	0 0.00	2 12.04	1 0.94	3 8.34
	Application Support - Data Warehouse	Drew Maxfield	0 0.00	1 0.56	0 0.00	1 0.56
		Assigned to Individual Total	0 0.00	1 0.56	0 0.00	1 0.56
	Application Support - DBA	Douglas Larsen	0 0.00	2 371.59	0 0.00	2 371.59
		Assigned to Individual Total	0 0.00	2 371.59	0 0.00	2 371.59
	Application Support - EFIND	Anhkim Le	2 0.60	7 299.41	0 0.00	9 179.89
		Assigned to Individual Total	2 0.60	7 299.41	0 0.00	9 179.89
	Application Support - EREP Data Processing	Brett Palmer	0 0.00	3 2.91	0 0.00	3 2.91
		David Moffitt	0 0.00	2	0 0.00	2

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - EREP Data Processing	None	0 0.00	2	0 0.00	2
		Assigned to Individual Total	0 0.00	7 2.91	0 0.00	7 2.91
	Application Support - EREP Systems	Brett Palmer	0 0.00	9 87.70	0 0.00	9 87.70
		David Moffitt	0 0.00	2	0 0.00	2
		Assigned to Individual Total	0 0.00	11 87.70	0 0.00	11 87.70
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	5 4.15	0 0.00	5 4.15
		Assigned to Individual Total	0 0.00	5 4.15	0 0.00	5 4.15
	Application Support - UI Web	None	0 0.00	1	0 0.00	1
		Assigned to Individual Total	0 0.00	1	0 0.00	1
	Application Support - UWORKS	Eric Strong	0 0.00	4 1.64	0 0.00	4 1.64
		Jeff Pryor	0 0.00	1 7.08	0 0.00	1 7.08
		Shane Otvos	0 0.00	39 2.84	1 0.30	40 2.78
		Assigned to Individual Total	0 0.00	44 2.83	1 0.30	45 2.77
	Application Support - Web Dev	Christopher Schalk	0 0.00	1 5.94	0 0.00	1 5.94

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - Web Dev	Dave Clark	0 0.00	1 1.02	0 0.00	1 1.02
		Assigned to Individual Total	0 0.00	2 3.48	0 0.00	2 3.48
	Capitol Hosting	Doug Law	0 0.00	1 1.33	0 0.00	1 1.33
		Assigned to Individual Total	0 0.00	1 1.33	0 0.00	1 1.33
	Enterprise Security	Jed Johnson	0 0.00	1 0.56	0 0.00	1 0.56
		Ken Wheeler	0 0.00	1 0.56	0 0.00	1 0.56
		Assigned to Individual Total	0 0.00	2 0.56	0 0.00	2 0.56
	Help Desk	Brenda Treadway	0 0.00	4 0.00	0 0.00	4 0.00
		Eileen Dubach	0 0.00	1	1 452.82	2 452.82
		Fred Schmidt	1 2,282.40	3 511.25	0 0.00	4 1,101.63
		James Stearns	0 0.00	7 0.01	0 0.00	7 0.01
		Julie VanBeekum	0 0.00	13 0.12	0 0.00	13 0.12
		Sarah Johnson	0 0.00	1 7.38	0 0.00	1 7.38
		Vicky Marrelli	0 0.00	5 0.18	0 0.00	5 0.18

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Help Desk	Assigned to Individual Total	1 2,282.40	34 32.26	1 452.82	36 110.81
	Mainframe Systems Support	Greg Shoop	0 0.00	2 3.31	0 0.00	2 3.31
		Assigned to Individual Total	0 0.00	2 3.31	0 0.00	2 3.31
	Metro A Desktop Support	Adam Staks	0 0.00	28 0.76	0 0.00	28 0.76
		Burton Brown	0 0.00	2 0.24	0 0.00	2 0.24
		Eric Sedgwick	0 0.00	16 0.08	0 0.00	16 0.08
		James Kammeyer	0 0.00	1 0.25	0 0.00	1 0.25
		Kraig Ellis	0 0.00	21 0.65	0 0.00	21 0.65
		Michael Barth	0 0.00	35 1.52	0 0.00	35 1.52
		Mike Beynon	0 0.00	4 0.05	0 0.00	4 0.05
		Nancy Hachmeister	0 0.00	1 0.02	0 0.00	1 0.02
		Robert Wall	0 0.00	4 0.58	0 0.00	4 0.58
		Rodney Austin	0 0.00	2 0.10	0 0.00	2 0.10
	Tracy VanderVaart	0 0.00	33 0.19	0 0.00	33 0.19	

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro A Desktop Support	Assigned to Individual Total	0 0.00	147 0.68	0 0.00	147 0.68
		Metro A Help Desk	Ed Conrad	0 0.00	213 0.32	0 0.00
	Edward Fortner		0 0.00	68 0.30	0 0.00	68 0.30
	Liz Evans		0 0.00	59 0.08	0 0.00	59 0.08
	None		0 0.00	6	0 0.00	6
	Assigned to Individual Total		0 0.00	346 0.27	0 0.00	346 0.27
	Metro A Hosting		Chris Kunde	0 0.00	1 26.26	0 0.00
		Keith Scholl	0 0.00	3 0.51	0 0.00	3 0.51
		None	0 0.00	1	0 0.00	1
		Thomas P Jones	1 1.94	3 1.04	1 1.06	5 1.22
		Tom Carney	0 0.00	4 3.00	0 0.00	4 3.00
		Assigned to Individual Total	1 1.94	12 3.90	1 1.06	14 3.53
		Metro B Desktop Support	Anthony Booyse	0 0.00	3 1.74	0 0.00
	Jay Locker		0 0.00	1 0.38	0 0.00	1 0.38

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro B Desktop Support	Mike Wilde	0 0.00	2 0.54	0 0.00	2 0.54
		Peter Musser	0 0.00	6 0.42	0 0.00	6 0.42
		Sean Chadbourne	0 0.00	5 1.49	0 0.00	5 1.49
		Stephanie Young	0 0.00	3 0.48	0 0.00	3 0.48
		Tyler Pearce	0 0.00	3 0.47	0 0.00	3 0.47
		Assigned to Individual Total	0 0.00	23 0.85	0 0.00	23 0.85
	Metro B Help Desk	Val Shepherd	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Metro C Help Desk	Reed Stohel	0 0.00	2 0.00	0 0.00	2 0.00
		Ross Owen	0 0.00	4 0.49	0 0.00	4 0.49
		Assigned to Individual Total	0 0.00	6 0.30	0 0.00	6 0.30
	Network Operations	Brian Chatwin	0 0.00	2 2.24	1 0.30	3 1.27
		Cory Greenwell	0 0.00	2 1.23	0 0.00	2 1.23
		Dave Bodily	0 0.00	1 7.17	0 0.00	1 7.17

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Network Operations	Jeff Reed	0 0.00	1 5.30	0 0.00	1 5.30
		Michael Ostrander	0 0.00	5 1.09	0 0.00	5 1.09
		Robert Ryan	0 0.00	3 1.15	1	4 1.15
		Assigned to Individual Total	0 0.00	14 2.01	2 0.30	16 1.88
	Operations Production Control	Cal Brinton	0 0.00	7 0.04	0 0.00	7 0.04
		Christie Burnham	2 0.00	160 0.01	0 0.00	162 0.01
		Duane Hardy	0 0.00	22 0.08	0 0.00	22 0.08
		Assigned to Individual Total	2 0.00	189 0.02	0 0.00	191 0.02
	Rural Central Desktop Support	Jay Barfuss	0 0.00	5 0.42	0 0.00	5 0.42
		Jeremy Standifird	0 0.00	10 3.49	0 0.00	10 3.49
		Jessica Purcell	0 0.00	2 0.00	0 0.00	2 0.00
		Paul Petersen	0 0.00	3 2.25	0 0.00	3 2.25
		Rod Montoya	0 0.00	29 0.10	0 0.00	29 0.10
		Ron LeBaron	0 0.00	4 2.99	0 0.00	4 2.99

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural Central Desktop Support	Todd Hardy	0 0.00	1 1.85	0 0.00	1 1.85
		Assigned to Individual Total	0 0.00	54 1.13	0 0.00	54 1.13
	Rural North Desktop Support	Dane Smith	0 0.00	5 1.82	0 0.00	5 1.82
		Don Higgs	0 0.00	3 1.63	0 0.00	3 1.63
		Kelly Warren	0 0.00	2 1.39	0 0.00	2 1.39
		Kim Ratushniak	0 0.00	13 0.66	0 0.00	13 0.66
		Neil Smedley	0 0.00	9 0.32	0 0.00	9 0.32
		Rodney Peterson	0 0.00	18 0.39	0 0.00	18 0.39
		Ruston McKay	0 0.00	18 0.41	0 0.00	18 0.41
		Ryan Casey	0 0.00	8 0.90	0 0.00	8 0.90
		Wayne Higgs	0 0.00	5 0.39	0 0.00	5 0.39
		Assigned to Individual Total	0 0.00	81 0.64	0 0.00	81 0.64
	Rural South Desktop Support	Cole Gifford	0 0.00	1 10.97	0 0.00	1 10.97
		Doug Chaston	0 0.00	3 0.06	0 0.00	3 0.06

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural South Desktop Support	Doug Thornton	0 0.00	1 0.00	0 0.00	1 0.00
		Joel Finlinson	0 0.00	3 0.01	0 0.00	3 0.01
		Lance Nay	0 0.00	17 0.00	0 0.00	17 0.00
		Meladye Shively	0 0.00	2 1.77	0 0.00	2 1.77
		Scott Jesienouski	0 0.00	1 0.17	0 0.00	1 0.17
		Assigned to Individual Total	0 0.00	28 0.53	0 0.00	28 0.53
	Strategic Communications	Dennis Rogers	0 0.00	1 4.02	0 0.00	1 4.02
		Assigned to Individual Total	0 0.00	1 4.02	0 0.00	1 4.02
	Technical Application Help Desk	Debbie Campbell	0 0.00	2 0.46	0 0.00	2 0.46
		Jaynee Kimber	0 0.00	2 0.00	0 0.00	2 0.00
		Jeff Dart	0 0.00	2 1.03	0 0.00	2 1.03
		Lori Newren	0 0.00	43 0.14	0 0.00	43 0.14
		Melinda Indo	0 0.00	26 0.07	0 0.00	26 0.07
		Michelle Meyer	0 0.00	13 0.77	0 0.00	13 0.77

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Technical Application Help Desk	Assigned to Individual Total	0 0.00	88 0.24	0 0.00	88 0.24
		Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.88	0 0.00
	Assigned to Individual Total		0 0.00	1 0.88	0 0.00	1 0.88
	Voice Operations	Gail Christiansen	0 0.00	15 1.06	0 0.00	15 1.06
		Julie Sabato	0 0.00	2 0.24	0 0.00	2 0.24
		Kelly Johnson	0 0.00	2 0.26	0 0.00	2 0.26
		Leon Owen	0 0.00	4 0.82	0 0.00	4 0.82
		Romanza Hamblin Sorensen	1 0.47	25 0.90	0 0.00	26 0.88
		Assigned to Individual Total	1 0.47	48 0.89	0 0.00	49 0.88
		Voice/Data/WAN Services	Art Scott	0 0.00	1 0.26	0 0.00
	Greg Blessing		0 0.00	1 0.12	0 0.00	1 0.12
	Mike Johnson		0 0.00	2 1.65	0 0.00	2 1.65
	Mitch Hood		0 0.00	1 0.86	0 0.00	1 0.86
	Spencer Blodgett		0 0.00	4 0.51	0 0.00	4 0.51

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Voice/Data/WAN Services	Assigned to Individual Total	0 0.00	9 0.73	0 0.00	9 0.73
	Assigned Group Total		7 326.57	1,197 3.36	6 91.08	1,210 5.76
Customer Company Total			7 326.57	1,197 3.36	6 91.08	1,210 5.76

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Workforce Services

Detail

INC000000461693	Kym Ney Application Support - EFIND	Application Anhkim Le	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: Yes TTR Missed: Yes	8.31 882.94
INC000000463034	Maryana Valles Application Support - EREP Data P	Application Brett Palmer	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 5.64
INC000000464892	Annette Schvaneveldt Application Support - EREP System	Application Brett Palmer	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.65 0.65
INC000000486012	Holly Tanner Application Support - EREP System	Application Brett Palmer	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: Yes TTR Missed: Yes	626.19 626.19
INC000000501945	Debbie Sheldon Help Desk	Application Eileen Dubach	Error Workforce Services	DWS Web Medium	Closed	TIR Missed: Yes TTR Missed: Yes	452.82 452.82
INC000000501989	Tori Henson Help Desk	Application Eileen Dubach	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000502007	Lisa Zaugg Application Support - UI Web	Application None	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000504615	Colleen Gearheart Help Desk	Application Fred Schmidt	Error Workforce Services	None High	Resolved	TIR Missed: Yes TTR Missed: Yes	2282.40 2282.40
INC000000507780	Barbara Garcia Application Support - EREP System	None Brett Palmer	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	4.93 4.93
INC000000509169	Jeudi Chav Help Desk	Application Fred Schmidt	Error Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: Yes TTR Missed: Yes	532.62 532.62
INC000000510442	Bonnie L Kelsey Application Support - DBA	None Douglas Larsen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 371.59
INC000000510448	Anna Larson Application Support - DBA	None Douglas Larsen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000513293	Lori Calvert Help Desk	Application Fred Schmidt	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: Yes TTR Missed: Yes	489.88 489.88
INC000000529669	Maritza Rojas-Erickson Application Support - EREP System	Application Brett Palmer	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: Yes TTR Missed: Yes	30.95 30.95
INC000000529672	Keith Frank Application Support - EREP System	Application Brett Palmer	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000531555	Nicole Kerwood Application Support - EREP System	Application Brett Palmer	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: Yes TTR Missed: Yes	9.82 9.82

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Workforce Services

INC000000531556	Ryan Betts Application Support - EREP System	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	0.00
INC000000531561	Leigh Page Application Support - EREP System	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	0.00
INC000000531567	Iris Pruneda Application Support - EREP System	Application Brett Palmer	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: Yes TTR Missed: Yes	9.70 9.70
INC000000531569	Stacie A Johnson Application Support - EREP System	Application Brett Palmer	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: Yes TTR Missed: Yes	9.68 9.68
INC000000531570	Joanne Nunes Application Support - EREP System	Application Brett Palmer	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: Yes TTR Missed: Yes	9.66 9.66
INC000000532411	Cathy Bell Help Desk	Application Fred Schmidt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000536630	Deann Caussyn Metro B Desktop Support	PC/Laptop Mike Wilde	Performance Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	0.10 0.18
INC000000536707	Annamarie Collins Rural North Desktop Support	None Kim Ratushniak	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.45
INC000000539660	Lisa Zaugg Technical Application Help Desk	Application Jeff Dart	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: Yes TTR Missed: No	1.33 1.33
INC000000540104	Cassidy Carter Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Performance Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	0.11 0.11
INC000000540116	Happi Hansen Technical Application Help Desk	None Michelle Meyer	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	0.56 0.56
INC000000540378	Jody Sillitoe Voice Operations	Telecom Leon Owen	Call/Receive Workforce Services	Telephone Low Closed	TIR Missed: No TTR Missed: No	0.27 1.80
INC000000540447	Eric Tanner Metro A Desktop Support	Network Adam Staks	Performance Workforce Services	Microsoft Windows XP Professio Low Closed	TIR Missed: No TTR Missed: No	0.00 0.15
INC000000540473	Tajana Fejic Metro B Desktop Support	None Peter Musser	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	0.12 0.12
INC000000540489	Karen Hess Rural North Desktop Support	None Wayne Higgs	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	0.40 0.40
INC000000540760	Valerie Olsen Rural North Desktop Support	PC/Laptop Wayne Higgs	Password Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	0.24 0.24
INC000000540805	Karen Thomas Strategic Communications	EIS Hardware Dennis Rogers	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	0.35 4.02

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INC000000540881	Jenny Kehr Metro A Desktop Support	PC/Laptop Adam Staks	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.53 3.58
INC000000540907	Kristen Cox Voice Operations	Telecom Leon Owen	Feature Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000540974	Gail Boyd Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.06 0.06
INC000000541032	Valerie Olsen Rural North Desktop Support	Application Wayne Higgs	Error Workforce Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.67
INC000000541042	Angi Nielsen Technical Application Help Desk	None Michelle Meyer	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.79 0.79
INC000000541420	Cindy Bertagnolli Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.06 0.06
INC000000541545	Heather Shuman Application Support - CUBS	None Rick Kowalczyk	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.39 21.73
INC000000541631	Debbie Sheldon Rural North Desktop Support	Software Don Higgs	Application Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.64
INC000000541672	Rod Jensen Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.38
INC000000541845	Rick Little Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.40
INC000000541856	Helen Hanson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000541860	Elizabeth Carver Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000541861	John Bowers Technical Application Help Desk	Application Melinda Indo	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000541874	Nichole Martin Technical Application Help Desk	Application Melinda Indo	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000541875	Evan Loveless Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.31
INC000000541882	Marianne Turner Technical Application Help Desk	Application Lori Newren	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000541884	Jackie McAtee Technical Application Help Desk	Application Melinda Indo	Password Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000541888	Glenda Swallow Rural North Desktop Support	None Ryan Casey	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.13 0.13
INC000000541892	Malida Stram Technical Application Help Desk	Application Lori Newren	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000541900	Ruby Blank Metro A Help Desk	Telecom Liz Evans	IP Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.20 0.20
INC000000541905	Giselle Jackson Metro A Hosting	None Tom Carney	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.60 1.26
INC000000541926	Monty Peart Application Support - EFIND	None Anhkim Le	None Workforce Services	None High	Closed	TIR Missed: Yes TTR Missed: No	1.01 0.19
INC000000541926	Monty Peart Application Support - EFIND	None Anhkim Le	None Workforce Services	None High	Closed	TIR Missed: Yes TTR Missed: No	1.01 1.01
INC000000541934	Lynnette McKee Application Support - MyCase	None Ilya Oyzerskiy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.17 0.17
INC000000541938	Mariessa Turner Metro A Help Desk	Application Ed Conrad	None Workforce Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.20
INC000000541942	Abrial Marroquin Metro A Desktop Support	PC/Laptop Kraig Ellis	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.27
INC000000541943	Joseph Oneil Application Support - EFIND	None Anhkim Le	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000541947	Deborah Servis Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.09
INC000000541948	Elizabeth Fitzpatrick Application Support - EFIND	None Anhkim Le	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000541952	Holly Tanner Application Support - EFIND	None Anhkim Le	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000541954	Mary Roybal Application Support - EFIND	None Anhkim Le	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000541956	Jan Chumbley-Gardner Technical Application Help Desk	None Melinda Indo	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000541957	Charles Owens Technical Application Help Desk	None Lori Newren	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000541961	Deborah Servis Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.06 0.71

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INC000000541962	Dorothy Williams Technical Application Help Desk	None Lori Newren	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000541963	Alex Zenner Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.04 0.46
INC000000541979	Doris Robinson Metro A Help Desk	Application Ed Conrad	None Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.34
INC000000541991	Al Contreras Metro A Help Desk	Application Liz Evans	Password Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.20 0.23
INC000000541995	Vilma Flores Technical Application Help Desk	Application Melinda Indo	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000541996	Sharla Anderson Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000542037	Kathy Link Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000542038	Kevin Goldthorpe Technical Application Help Desk	Application Melinda Indo	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000542057	Lonny Marchbanks Technical Application Help Desk	None Melinda Indo	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000542064	John Davenport Voice/Data/WAN Services	Telecom Mike Johnson	None Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.13 2.98
INC000000542078	Janet Cole Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.21
INC000000542087	Violet Tellez Technical Application Help Desk	Application Lori Newren	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000542088	Kerry A Cole Technical Application Help Desk	Application Melinda Indo	Password Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000542093	Cindy Bertagnolli Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.01 0.02
INC000000542098	Brent Newren Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000542101	Brent Newren Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000542103	Dave Brown Technical Lead/Project Manager	Application Martin Gonzalez	Error Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.88

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INC000000542113	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542119	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542120	Happi Hansen	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542122	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542124	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542147	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542149	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542153	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542154	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542161	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542167	Heather M Williams	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542169	Lane London	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542176	Shasta Rebol	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542179	Sam Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542198	Alan Dennis	Application	Reporting	Utah Master Directory		TIR Missed: No	0.24
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000542200	David Brand	None	None	None		TIR Missed: No	0.41
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000542234	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000542241	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542253	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542267	Stephen Lisonbee	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542269	Colby Dalton	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542271	Stephen Lisonbee	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542287	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542289	Randy Simon	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542314	Gerald Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542323	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542328	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542332	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542342	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542347	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542359	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542362	Ronda Kelly	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542368	Michelle Wright	None	None	None		TIR Missed: Yes	1.57
	Technical Application Help Desk	Michelle Meyer	Workforce Services	Low	Closed	TTR Missed: No	1.57
INC000000542374	Susan Kirby	None	None	None		TIR Missed: No	0.52
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.52

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INC000000542383	Tracia Sullivan	Application	Error	Gmail		TIR Missed: No	0.82
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	3.54
INC000000542396	Sheila Belnap	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542397	Sheila Belnap	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542398	Sheila Belnap	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542411	Michael Nixon	None	None	None		TIR Missed: No	0.21
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000542413	Mark Erickson	None	None	None		TIR Missed: No	0.80
	Technical Application Help Desk	Michelle Meyer	Workforce Services	Low	Closed	TTR Missed: No	0.80
INC000000542438	Simone Ongoongotau	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542455	Richard Maners	Telecom	Feature	Telephone		TIR Missed: No	0.40
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000542465	Jackie Nielson	Application	Error	Utah Works		TIR Missed: No	0.44
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000542482	Chris Boyadjian	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542488	Debbie Lyberger	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000542511	Mary Cavanaugh	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542512	Michelle Conley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542517	Ali Rasheed	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000542522	Joyce Henline	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000542528	Stephen Lisonbee	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542533	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000542537	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542539	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542547	Karen Thomas	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	5.61
INC000000542566	Shelley Esplin	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542588	Keri Myers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542636	Ali Rasheed	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.24
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000542644	Jeff Dart	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.58
INC000000542647	Tanya Smith	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542650	Deann Caussyn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000542676	Jackie Christensen	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542698	Stella L Salazar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000542701	Deborah Servis	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000542716	Tracie Spears	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542745	Terrie Bouck	Application	Password	Content Manager		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542760	Jennifer Edwards	None	None	None		TIR Missed: No	0.00
	Network Operations	Robert Ryan	Workforce Services	Medium	Closed	TTR Missed: No	
INC000000542764	Scott Butterfield	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000542781	Tim Olson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.12

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INC000000542783	Fran Cannard	Network	Error	None		TIR Missed: No	0.26
	Network Operations	Brian Chatwin	Workforce Services	Medium	Closed	TTR Missed: No	0.30
INC000000542786	Michele Cuburu	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000542789	Nikki Cox	Application	Error	Oracle 8 Enterprise Edition		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000542792	Gregory Whittaker	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000542794	Ben Mortensen	None	None	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Closed	TTR Missed: No	
INC000000542796	Sherrie St John	Application	None	Novell GroupWise		TIR Missed: No	0.42
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	0.43
INC000000542802	Candace Rockwell	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.15
INC000000542866	Kendrick Lafleur	Network	None	CapNet		TIR Missed: No	0.00
	Metro A Desktop Support	James Kammeyer	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000542872	Dave Lewis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542882	Crystal Neil	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.05
	Technical Application Help Desk	Michelle Meyer	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000542887	Nancy Durrant	Application	Password	Utah Electronic Resource and E		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542891	Debra McKee	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000542914	Malida Stram	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542932	Maryana Valles	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542943	Debbie Sparks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542950	Charles Amonett	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000542958	Mitch Romo	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000542962	Galina Greer Help Desk	Print/Copy/Scan/Fax Julie VanBeekum	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000542969	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000542978	Sherilyn Olsen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000542996	Kim Auberger Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000542997	Jerry Norton Network Operations	Network Brian Chatwin	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.24
INC000000543012	Sherilyn Olsen Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543016	Jenny Hansen Technical Application Help Desk	Application Michelle Meyer	None Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.16
INC000000543017	Amira Mijic Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543022	Amira Mijic Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543035	Robert Kelley Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543036	Kelly E Rees-Maw Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.78 1.18
INC000000543050	Koral Vasquez Rural North Desktop Support	PC/Laptop Don Higgs	Password Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.91
INC000000543060	Brian C Cherry Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.20 0.63
INC000000543062	Amber Stevens Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.12 0.75
INC000000543064	Kerrie Jensen Metro A Help Desk	Application Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.26
INC000000543072	Shelly Ivie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543080	Whitney Roberts Technical Application Help Desk	None Michelle Meyer	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.73 1.73

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INC000000543082	Tami Huntington	Telecom	Hardware	Telephone		TIR Missed: No	0.33
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.65
INC000000543092	Gregory Bates	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000543095	Angela Madsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543105	Angela Madsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543107	Susan Weaver-Levelt	None	None	None		TIR Missed: No	0.00
	Network Operations	Cory Greenwell	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000543110	Amber Stevens	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543114	Wendy Horne	Application	Reporting	Microsoft Office Professional 20		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000543119	Joe Salazar	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543120	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543123	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543126	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543128	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543130	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543149	Alyssa Maciejewski	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543173	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543180	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000543186	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000543187	Jeff Dart	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000543196	Jenny Hansen	Application	None	Utah Electronic Resource and E	TIR Missed: No	0.25
	Application Services	Terry Forsgren	Workforce Services	Low	Closed	TTR Missed: No 1.46
INC000000543198	David Chatterley	None	None	None	TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No 0.06
INC000000543209	Jeff Dart	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000543211	Rod Jensen	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No 1.07
INC000000543221	Kelly E Rees-Maw	Telecom	Voice Mail	Telephone	TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No 0.39
INC000000543224	Jeff Dart	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000543233	Jeff Dart	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000543237	Jeff Dart	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000543266	Suzan Pixton	Application	Error	Ipads	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000543276	Kayleen Hansen	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000543291	Maria Torres	Application	Error	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000543292	Susan Cottam	Application	Error	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000543391	Dave Lewis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000543394	Dave Lewis	Mobile Devices	None	Droid	TIR Missed: No	0.00
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No 1.38
INC000000543412	Brian C Cherry	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No 0.12
INC000000543426	Stacy Eastman	Network	Error	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No 0.42

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INC000000543427	Miri Parker Metro A Hosting	Application Keith Scholl	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.09
INC000000543435	Matthew Jacobsen Technical Application Help Desk	Application Melinda Indo	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543442	Katie Trillo Rural North Desktop Support	Application Ryan Casey	Error Workforce Services	Microsoft Windows XP Professic Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.63
INC000000543446	Galina Greer Technical Application Help Desk	Network Melinda Indo	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543450	Malida Stram Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543453	Todd Bauerle Technical Application Help Desk	Application Lori Newren	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543459	David Allen Metro A Desktop Support	Print/Copy/Scan/Fax Kraig Ellis	Paper Jam Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.53
INC000000543460	LeAnn Hatfield Help Desk	Mobile Devices Sarah Johnson	Error Workforce Services	iPhone Low	Closed	TIR Missed: No TTR Missed: Yes	0.49 7.38
INC000000543474	Faye Hubbard Voice Operations	Telecom Romanza Hamblin Sorensen	None Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.65
INC000000543478	Jody McMillan Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.30
INC000000543483	Nichole Pusey Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543495	Nate Palmer Metro A Help Desk	Network Edward Fortner	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.19
INC000000543500	Brian A Eldridge Technical Application Help Desk	Application Lori Newren	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543501	Jonathan Simmons Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.41 0.41
INC000000543504	David Moore Metro A Desktop Support	Network Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000543509	Matthew Goodman Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543523	Lori Mair Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000543537	Cassidy Carter Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543541	Mike Asmussen Voice Operations	Telecom Gail Christiansen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.98 1.17
INC000000543548	Curtis Harmon Technical Application Help Desk	Application Lori Newren	Password Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543568	Bonnie Sterrett Technical Application Help Desk	None Lori Newren	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543575	Sam Williams Technical Application Help Desk	Application Lori Newren	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.01 0.70
INC000000543597	Lori Mair Technical Application Help Desk	Application Melinda Indo	Password Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543604	Scott J Clark Voice Operations	Telecom Gail Christiansen	None Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.27 1.72
INC000000543616	Mitchell Kamens Metro A Desktop Support	Application Rodney Austin	Error Workforce Services	Contributions Automated Tax Sy Low	TIR Missed: No TTR Missed: No	0.00 0.21
INC000000543629	Marie Higgins Voice Operations	None Gail Christiansen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.53
INC000000543648	Gary Williams Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.20 1.49
INC000000543650	June Grattan Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543666	Judianne Collins Help Desk	Network Brenda Treadway	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543670	Kris Springer Metro A Hosting	None Keith Scholl	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.38
INC000000543683	Sokhan York Technical Application Help Desk	Application Melinda Indo	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543690	Doug Miller Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.16 2.30
INC000000543718	Gregory Bates Technical Application Help Desk	Application Lori Newren	Password Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543741	Carissa Johnson Technical Application Help Desk	Application Lori Newren	Password Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000543751	Marie Higgins Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.22 0.22
INC000000543754	Darla Roberts Technical Application Help Desk	None Lori Newren	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.81
INC000000543771	Jeremy Henson Technical Application Help Desk	Application Lori Newren	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543775	Teal Davis Technical Application Help Desk	Application Lori Newren	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543777	Michelle Steele Technical Application Help Desk	None Lori Newren	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.03 0.03
INC000000543778	Wendy Horne Voice Operations	None Gail Christiansen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543781	Glen Nickerson Technical Application Help Desk	None Lori Newren	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543783	Mark Sorenson Technical Application Help Desk	None Lori Newren	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543790	Michelle Steele Technical Application Help Desk	None Lori Newren	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543810	Denise Clegg Metro A Help Desk	Application Ed Conrad	Error Workforce Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000543817	Darijana Kovacevic Help Desk	PC/Laptop James Stearns	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.04 0.04
INC000000543828	Bradley Salmond Application Services	None Paul Lundell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.66 0.80
INC000000543839	Galina Greer Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543856	Melody Farnsworth Technical Application Help Desk	Application Melinda Indo	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543871	Mariessa Turner Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543878	Heidi Lemon Technical Application Help Desk	Application Lori Newren	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543899	David Chatterley Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000543902	Alexia Murphy Technical Application Help Desk	Application Lori Newren	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543935	Violet Tellez Technical Application Help Desk	Application Lori Newren	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543944	Wendy Meyer Technical Application Help Desk	Application Lori Newren	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000543971	Keith Heaton Metro A Desktop Support	None Eric Sedgwick	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544026	Cathy Maynard Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544043	Sonya Erickson Technical Application Help Desk	Application Melinda Indo	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544045	Maugasola Tua Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544098	Jennifer Reynolds Metro B Desktop Support	Network Jay Locker	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.38
INC000000544101	Lauryn Miller Technical Application Help Desk	Application Lori Newren	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544119	Katie Hanway Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.14 1.70
INC000000544128	Jennifer Mendoza Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	26.26 26.26
INC000000544135	Shirley Hilton Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544166	Lanore Cunningham Technical Application Help Desk	Network Lori Newren	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544171	Carol Conti Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544180	Matthew Jacobsen Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544187	Cecilia Giron Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.49 1.21
INC000000544201	EasterSeals EasterSeals Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03

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INC000000544202	Dixie Baughman Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544212	Lyndie Thornton Technical Application Help Desk	Application Melinda Indo	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544215	Randy Hopkins Application Services	Mobile Devices Dustin Crump	Error Workforce Services	iPhone Low	Closed	TIR Missed: No TTR Missed: No	0.37 0.87
INC000000544245	Debbie Lyberger Metro A Desktop Support	Network Adam Staks	None Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.82 1.85
INC000000544258	Jamie Escobia Technical Application Help Desk	Application Lori Newren	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544269	Mayra Gomez Technical Application Help Desk	Application Lori Newren	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544274	Antonio Alconero Voice Operations	Telecom Romanza Hamblin Sorensen	None Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.45 0.55
INC000000544286	Kim Auberger Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544289	Sherida Hicks Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544294	Matthew Jacobsen Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000544305	Karen Quackenbush Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544321	LeAnn Hatfield Technical Application Help Desk	Application Melinda Indo	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544327	Ted Barley Technical Application Help Desk	Application Melinda Indo	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544329	Katriina Adair Technical Application Help Desk	Application Melinda Indo	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544342	Malida Stram Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544353	Joe Edman Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.18
INC000000544363	Rebecca Banner Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000544367	Linn Gentry Operations Production Control	Application Christie Burnham	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.29
INC000000544376	Darrell Wilson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544381	Elizabeth Ross Technical Application Help Desk	Application Lori Newren	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544392	Jill Black Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544399	Gaylene Pebley Metro C Help Desk	None Ross Owen	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544504	Cathy Maynard Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544508	Doris Robinson Metro A Help Desk	Application Ed Conrad	Reporting Workforce Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544511	William Greer Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544531	Jackie Bryant Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.35
INC000000544540	Mandy Blauer Network Operations	Network Robert Ryan	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.06
INC000000544543	Andrea Hayes Rural North Desktop Support	PC/Laptop Neil Smedley	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544544	Linn Gentry Technical Application Help Desk	Application Jaynee Kimber	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544549	Mary Gehman-Smith Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544555	Stacy Eastman Network Operations	Network Michael Ostrander	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.96
INC000000544563	Galina Greer Metro B Desktop Support	Application Peter Musser	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.83
INC000000544566	Laurie Wittwer Mainframe Systems Support	None Greg Shoop	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.04 1.04
INC000000544569	Vivian Olson Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Workforce Services	Telephone High	Closed	TIR Missed: No TTR Missed: No	0.32 0.47

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INC000000544585	Leeann Herndon Technical Application Help Desk	Application Jaynee Kimber	Password Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Closed	0.00 0.00
INC000000544598	Jody McMillan Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Incident Workforce Services	None Low	TIR Missed: No Closed	0.00 0.16
INC000000544603	Mary Zorn Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	TIR Missed: No Closed	0.00 0.13
INC000000544613	Andy Platt Help Desk	Application Vicky Marrelli	Password Workforce Services	Utah Master Directory Low	TIR Missed: No Closed	0.00 0.00
INC000000544618	Mary Sue McMillan-Wong Network Operations	Network Robert Ryan	Error Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.46
INC000000544624	David Monge Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed	0.00 0.00
INC000000544634	Courtney Rushton Technical Application Help Desk	Application Lori Newren	Password Workforce Services	Content Manager Low	TIR Missed: No Closed	0.00 0.00
INC000000544644	Thomas Petersen Metro A Hosting	None Chris Kunde	None Workforce Services	None Low	TIR Missed: No Closed	0.00 26.26
INC000000544652	Deo Sharma Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed	0.00 0.00
INC000000544655	Rod Jensen Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Contributions Automated Tax Sy Low	TIR Missed: No Closed	0.00 0.09
INC000000544664	Janeal Dugmore Technical Application Help Desk	Application Lori Newren	Reporting Workforce Services	Utah Works Low	TIR Missed: No Closed	0.27 0.42
INC000000544665	Sandra Evans Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise 32-bit Windo Low	TIR Missed: No Closed	0.00 0.16
INC000000544667	Alicia Rodgers Technical Application Help Desk	Application Lori Newren	Password Workforce Services	Content Manager Low	TIR Missed: No Closed	0.00 0.00
INC000000544676	Laurina Schouten Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	TIR Missed: No Closed	0.21 0.41
INC000000544678	Janet Gale Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Messenger Low	TIR Missed: No Closed	0.08 0.19
INC000000544680	Traci Cahill Help Desk	Network Julie VanBeekum	Performance Workforce Services	None Low	TIR Missed: No Closed	0.00 0.00
INC000000544705	Ellen Dixon Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	TIR Missed: No Closed	0.09 0.67

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INC000000544723	Jeudi Chav Metro B Desktop Support	Print/Copy/Scan/Fax Stephanie Young	None Workforce Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.24 0.88
INC000000544727	Bill Goodwin Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 1.32
INC000000544731	Giselle Jackson Metro A Hosting	None Thomas P Jones	None Workforce Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.93 1.15
INC000000544734	Sherry Bird Network Operations	Telecom Cory Greenwell	CrossTalk/Noise/Static Workforce Services	Telephone Low	Telephone Closed	TIR Missed: No TTR Missed: No	0.28 1.91
INC000000544754	Galina Greer Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Queue Workforce Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544759	Scott J Clark Voice Operations	Telecom Romanza Hamblin Sorensen	None Workforce Services	Telephone Low	Telephone Closed	TIR Missed: No TTR Missed: No	0.16 0.16
INC000000544762	Mandy Blauer Voice/Data/WAN Services	None Mitch Hood	None Workforce Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.86 0.86
INC000000544786	Gloria Archuletta Technical Application Help Desk	Application Michelle Meyer	Error Workforce Services	Utah Electronic Resource and E Low	Utah Electronic Resource and E Closed	TIR Missed: No TTR Missed: No	0.51 1.46
INC000000544795	Jenny Hansen Application Support - EREP Data P	Application Brett Palmer	Error Workforce Services	Utah Electronic Resource and E Low	Utah Electronic Resource and E Closed	TIR Missed: No TTR Missed: No	0.18 0.18
INC000000544797	Anna Bettis Application Support - EREP Data P	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	Utah Electronic Resource and E Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544798	Stacy Eastman Voice/Data/WAN Services	None Spencer Blodgett	None Workforce Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.36 0.36
INC000000544800	William Campbell Application Support - EREP Data P	Application None	Error Workforce Services	Utah Electronic Resource and E Low	Utah Electronic Resource and E Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544803	Jefferson McClellan Application Support - EREP Data P	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	Utah Electronic Resource and E Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544804	Jocelyn Huish Application Support - EREP Data P	Application None	Error Workforce Services	Utah Electronic Resource and E Low	Utah Electronic Resource and E Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544805	Victor Angeles Application Support - EREP Data P	Application Brett Palmer	Error Workforce Services	Utah Electronic Resource and E Low	Utah Electronic Resource and E Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544809	Joan Norton Help Desk	Application Brenda Treadway	Error Workforce Services	Utah Electronic Resource and E Low	Utah Electronic Resource and E Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544813	Jeudi Chav Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	None Closed	TIR Missed: No TTR Missed: No	0.00 0.19

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INC000000544860	Sepa Taula Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544879	Faye Hubbard Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544885	Sherry Bird Voice/Data/WAN Services	None Art Scott	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.26 0.26
INC000000544894	Cathy Bell Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544896	Cathy Bell Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000544899	Betty Betham Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000544905	Kyle Preston Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000544952	Chris Reed Voice Operations	Telecom Gail Christiansen	None Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.28 2.48
INC000000544970	Shonie Barker Rural Central Desktop Support	PC/Laptop Ron LeBaron	Hardware Workforce Services	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.07 0.07
INC000000545037	Galina Greer Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000545051	Chris Cook Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.11
INC000000545075	Mary Sue McMillan-Wong Voice/Data/WAN Services	None Spencer Blodgett	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.62 0.62
INC000000545129	Diane Zylks Technical Application Help Desk	Application Melinda Indo	Password Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000545182	Anthony Smith Voice Operations	Telecom Gail Christiansen	IP Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.30 0.31
INC000000545275	Harut Torosyan Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000545322	Rosemary Burdette Application Support - Content ManzNate Olson	Application Nate Olson	Error Workforce Services	Kofax ImageControls Low	TIR Missed: No TTR Missed: No	0.00 2.01
INC000000545325	Nancy Galt Metro B Desktop Support	Application Mike Wilde	Error Workforce Services	PGP Low	TIR Missed: No TTR Missed: No	0.00 0.90

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INC000000545334	Marie Higgins Rural North Desktop Support	PC/Laptop Wayne Higgs	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.17
INC000000545344	Jeana Bahr Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 6.78
INC000000545350	Tracy Schroeder Rural North Desktop Support	PC/Laptop Rodney Peterson	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.23
INC000000545359	Darla Roberts Voice Operations	Telecom Romanza Hamblin Sorensen	Call/Receive Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.10 3.95
INC000000545379	Jenny Clark Help Desk	Application Julie VanBeekum	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000545395	Ashley Baker Voice Operations	None Gail Christiansen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.85
INC000000545398	Valorie Pacheco Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.30 1.89
INC000000545406	Kimberly Karren Rural Central Desktop Support	PC/Laptop Jay Barfuss	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000545413	Malida Stram Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.20
INC000000545433	Neil Rollins Voice Operations	Telecom Romanza Hamblin Sorensen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.12 1.35
INC000000545452	Shirley Meyers Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000545459	Scott J Clark Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.38 0.89
INC000000545461	Jeana Whitlock Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.02
INC000000545485	Charles Amonett Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000545497	Lien Le Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.13 3.18
INC000000545504	Jackie Dalton Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.48
INC000000545512	Kaylee Ashdown Metro B Desktop Support	PC/Laptop Peter Musser	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.25 1.24

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INC000000545519	Sharrif Dajany Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.05
INC000000545524	Jeff Godfrey Application Support - Data Warehouse	None Drew Maxfield	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.56 0.56
INC000000545540	Andrea Hayes Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.16 0.16
INC000000545556	Rod Jensen Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.51
INC000000545640	Connie Dumas Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Active Directory Low	TIR Missed: No Closed TTR Missed: No	0.00 0.13
INC000000545645	Norman Nakamura Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.24 0.63
INC000000545648	Samantha Teh Metro A Help Desk	Network Ed Conrad	None Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.10
INC000000545654	Carrie Peterson Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000545684	Karen Quackenbush Metro A Help Desk	Network Ed Conrad	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.19 2.13
INC000000545687	Debbie Sheldon Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.10
INC000000545693	Debbie Lyberger Metro A Desktop Support	PC/Laptop Michael Barth	Error Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No Closed TTR Missed: No	0.00 0.23
INC000000545720	Heather Simonson Metro A Help Desk	Network Ed Conrad	Error Workforce Services	DWS Web Low	TIR Missed: No Closed TTR Missed: No	0.00 0.14
INC000000545737	Amber Jackson Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.24
INC000000545765	Galina Greer Help Desk	Print/Copy/Scan/Fax Julie VanBeekum	Queue Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000545768	Darrell Wilson Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	TIR Missed: Yes Closed TTR Missed: No	1.69 2.15
INC000000545773	Denise Iverson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No Closed TTR Missed: No	0.00 0.06
INC000000545782	Norman Nakamura Metro A Desktop Support	Application Kraig Ellis	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.06 1.23

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INC000000545785	Robin Herrera	None	None	None	TIR Missed: Yes	1.71
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No 1.76
INC000000545804	Blaine Cook	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No 0.12
INC000000545831	Kathryn Morrow	Application	Password	eFIND/eSHARE	TIR Missed: No	0.00
	Technical Application Help Desk	Melinda Indo	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000545836	Jill Black	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000545914	Junie Anderson	Application	None	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000545964	Andrea Hayes	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000546013	Shirley Meyers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000546030	Noah Zemke	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000546047	Andrea Hayes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No 2.14
INC000000546054	Derrek Child	PC/Laptop	Error	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No 0.03
INC000000546064	Alyssia Minaya	Telecom	Hardware	Telephone	TIR Missed: No	0.05
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No 0.12
INC000000546078	Nancy K Butler	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.45
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No 0.51
INC000000546089	Randi Carter	PC/Laptop	Performance	None	TIR Missed: No	0.35
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No 0.35
INC000000546100	Debra McKee	Application	None	Utah Works	TIR Missed: No	0.43
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No 0.59
INC000000546102	David Monge	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No 0.00
INC000000546105	Art Cox	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No 0.04
INC000000546111	Patrea Faulkner	Application	Error	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No 0.03

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INC000000546114	Shauna Heil Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.58
INC000000546120	Malida Stram Help Desk	Application Vicky Marrelli	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000546121	Carlos Vargas Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.23
INC000000546122	Monty Peart Technical Application Help Desk	Application Michelle Meyer	None Workforce Services	Medicaid Managed Care System Low	Closed	TIR Missed: No TTR Missed: No	0.68 0.68
INC000000546124	Jody Sillitoe Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000546129	Candace Gray Network Operations	Application Michael Ostrander	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.36 0.86
INC000000546177	Connie Dumas Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000546182	Blaine Cook Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.01 0.26
INC000000546186	Stephanie Mckee Metro B Desktop Support	None Tyler Pearce	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.89
INC000000546201	Robert Moyer Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.30 0.90
INC000000546212	Rebecca Banner Metro A Help Desk	Application Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000546220	John Pace Metro A Desktop Support	Application Michael Barth	Error Workforce Services	Contributions Automated Tax Sy Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000546245	Kendrick Lafleur Metro A Desktop Support	PC/Laptop Adam Staks	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.41
INC000000546256	Candace Gray Voice/Data/WAN Services	None Spencer Blodgett	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.27 0.28
INC000000546271	Brenda Brown Metro A Desktop Support	Network Burton Brown	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.27
INC000000546280	Jocelyn Huish Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000546293	Tori Henson Metro A Desktop Support	Network Adam Staks	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.22

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Workforce Services

INC000000546301	Gail Boyd Application Support - CUBS	Application Rick Kowalczyk	Error Workforce Services	Computerized Unemployment B Medium	TIR Missed: No Closed	0.00 0.94
INC000000546304	Janet Gale Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Messenger Low	TIR Missed: No Closed	0.00 0.16
INC000000546305	Wendy Richards Metro B Desktop Support	None Tyler Pearce	None Workforce Services	None Low	TIR Missed: No Closed	0.00 0.00
INC000000546325	Mary Gehman-Smith Metro A Help Desk	Network Ed Conrad	None Workforce Services	None Low	TIR Missed: No Closed	0.00 0.07
INC000000546338	Linda Hansen Technical Application Help Desk	Application Lori Newren	Error Workforce Services	None Low	TIR Missed: No Closed	0.87 1.71
INC000000546388	Erin Robinson Rural South Desktop Support	Network Doug Chaston	Error Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No Closed	0.00 0.18
INC000000546401	Caroline Coats Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	None Workforce Services	None Low	TIR Missed: No Closed	0.00 0.14
INC000000546408	Susette Webb Metro A Help Desk	Network Ed Conrad	None Workforce Services	None Low	TIR Missed: No Closed	0.00 0.09
INC000000546430	Gill Johns-Young Metro A Desktop Support	Application Eric Sedgwick	None Workforce Services	Microsoft Word Low	TIR Missed: No Closed	0.20 0.20
INC000000546436	Lorie Davis Application Services	None Tony Larsen	None Workforce Services	None Low	TIR Missed: Yes Closed	1.02 1.03
INC000000546444	Debbie Lyberger Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	TIR Missed: No Resolved	0.03 0.33
INC000000546450	Cindy Bertagnolli Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	Telephone Low	TIR Missed: No Closed	0.09 2.07
INC000000546459	Shirley Hilton Rural North Desktop Support	PC/Laptop Ruston McKay	Hardware Workforce Services	None Low	TIR Missed: No Closed	0.00 0.16
INC000000546466	Kym Ney Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No Closed	0.00 0.24
INC000000546496	Anthony Baker Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	TIR Missed: No Closed	0.00 1.85
INC000000546503	Victoria Solares Metro A Help Desk	PC/Laptop Ed Conrad	None Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No Closed	0.00 0.00
INC000000546513	Mike Miller Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No Closed	0.08 0.11

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Workforce Services

INC000000546568	Jeremiah Borrowman Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000546570	Samantha Teh Metro A Desktop Support	Network Michael Barth	None Workforce Services	DWS Web Low	Resolved TIR Missed: No TTR Missed: No	0.00 3.71
INC000000546581	Debbie Westbroek Rural North Desktop Support	None Kelly Warren	None Workforce Services	Novell GroupWise Low	Closed TIR Missed: No TTR Missed: No	0.00 0.20
INC000000546584	Stella L Salazar Technical Application Help Desk	Application Lori Newren	None Workforce Services	Utah Works Low	Closed TIR Missed: No TTR Missed: No	0.07 0.31
INC000000546610	Koral Vasquez Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000546621	Holly Tanner Technical Application Help Desk	Application Michelle Meyer	None Workforce Services	Utah Electronic Resource and E Low	Closed TIR Missed: No TTR Missed: No	0.00 0.93
INC000000546623	Tracia Sullivan Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed TIR Missed: No TTR Missed: No	0.11 0.11
INC000000546625	Wendy Richards Technical Application Help Desk	Application Lori Newren	Error Workforce Services	eFIND/eSHARE Low	Closed TIR Missed: No TTR Missed: No	0.38 0.38
INC000000546725	Laurie Wittwer Mainframe Systems Support	None Greg Shoop	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 5.58
INC000000546731	William Greer Metro A Desktop Support	PC/Laptop Mike Beynon	Error Workforce Services	Microsoft Windows XP Professio Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000546734	Jim Mansfield Metro A Desktop Support	PC/Laptop Eric Sedgwick	Error Workforce Services	Microsoft Windows XP Professio Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000546737	Nancy Sanders Metro B Desktop Support	Application Peter Musser	Error Workforce Services	PGP Low	Closed TIR Missed: No TTR Missed: No	0.00 0.02
INC000000546743	Debra Shelley Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000546745	Laurie Johnson Rural North Desktop Support	PC/Laptop Dane Smith	Error Workforce Services	None Low	Closed TIR Missed: No TTR Missed: No	0.23 0.23
INC000000546746	Cathy Swain Metro A Help Desk	Application Ed Conrad	None Workforce Services	Citrix ICA Client Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000546750	Andrew Deifel Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Error Workforce Services	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000546754	Lyndie Thornton Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed TIR Missed: No TTR Missed: No	0.00 0.21

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INC000000546755	Fran Cannard Network Operations	None Robert Ryan	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.94
INC000000546759	Deann Caussyn Metro B Desktop Support	PC/Laptop Peter Musser	Error Workforce Services	Microsoft Windows XP Professic Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.01
INC000000546764	Neil Stevens Application Support - CATS IV	Application Robert Love	Error Workforce Services	Contributions Automated Tax Sy Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 6.09
INC000000546769	Eric Martinson Metro A Desktop Support	PC/Laptop Michael Barth	Error Workforce Services	Microsoft Windows XP Professic Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.01
INC000000546774	Lynn Purdin Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell GroupWise 32-bit Windo Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000546782	Brenda Brown Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000546795	Michelle Beebe Metro A Desktop Support	PC/Laptop Michael Barth	Error Workforce Services	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.66
INC000000546804	James Mitchell Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Error Workforce Services	Microsoft Windows XP Professic Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 14.92
INC000000546810	Jane Randquist Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000546830	Jeff Godfrey Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Business Intelligence Tool Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.99
INC000000546836	Tanya Smith Metro A Help Desk	Application Ed Conrad	Error Workforce Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.38
INC000000546848	Todd Bauerle Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.08
INC000000546872	Gill Johns-Young Metro A Desktop Support	None Eric Sedgwick	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.15 0.15
INC000000546928	Stephanie Lemmon Help Desk	Application Julie VanBeekum	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000546932	Kyle Preston Metro A Desktop Support	None Eric Sedgwick	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.03 0.03
INC000000546951	Suzan Pixton Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.04
INC000000546956	John Davenport Metro A Desktop Support	PC/Laptop Michael Barth	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.78

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INC000000546982	Amanda Hopp Rural Central Desktop Support	Application Jay Barfuss	Error Workforce Services	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000546986	Dora Ward Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.51 1.65
INC000000546998	Brad Anderson Rural Central Desktop Support	Application Jay Barfuss	Error Workforce Services	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547018	Luis Gatica Rural Central Desktop Support	Network Ron LeBaron	None Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.01 5.77
INC000000547020	Lillian Bayles Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547034	Vicki Hielt Metro B Desktop Support	PC/Laptop Stephanie Young	None Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.28
INC000000547039	Sujeet Sukumaran Metro A Desktop Support	Network Eric Sedgwick	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000547043	Kandi Kutkas Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Messenger Low	TIR Missed: No TTR Missed: No	0.00 0.04
INC000000547051	Karen Quackenbush Metro A Desktop Support	PC/Laptop Michael Barth	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 4.26
INC000000547055	Janet Gale Metro A Help Desk	Application Ed Conrad	None Workforce Services	Microsoft Word Low	TIR Missed: No TTR Missed: No	0.00 0.74
INC000000547056	Keith Frank Metro A Help Desk	Application Ed Conrad	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.32
INC000000547058	Cyndy McKenzie Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.80 2.29
INC000000547075	Melissa McBride Metro A Desktop Support	None Eric Sedgwick	None Workforce Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.03 0.03
INC000000547078	Robert Chambers Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.03 0.03
INC000000547087	James Stavros Rural South Desktop Support	Application Cole Gifford	Error Workforce Services	Symantec AntiVirus Low	TIR Missed: No TTR Missed: Yes	0.00 10.97
INC000000547119	Kym Ney Metro C Help Desk	PC/Laptop Ross Owen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.34 1.48
INC000000547123	Tracy Schroeder Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.24 0.27

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INC000000547127	Mark Allen Peterson Metro A Desktop Support	PC/Laptop Eric Sedgwick	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000547136	Aly Scovil Application Support - MyCase	None Ilya Oyzerskiy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 14.01
INC000000547140	Mary Sue McMillan-Wong Help Desk	Application Vicky Marrelli	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547149	Shontelle White Metro A Desktop Support	PC/Laptop Michael Barth	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.38 5.32
INC000000547165	Trenton Willson Operations Production Control	Application Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.43 1.03
INC000000547175	Blaine Cook Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.23
INC000000547177	Glenda Furlong Rural North Desktop Support	PC/Laptop Neil Smedley	Hardware Workforce Services	Microsoft Windows XP Professic Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000547183	Robert Moyer Application Support - CATS IV	Application Janice Folsom	Error Workforce Services	Contributions Automated Tax Sy Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 21.89
INC000000547186	Amber Hadley Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.92 0.92
INC000000547189	Deann Caussyn Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000547195	Kelly Thornton Rural South Desktop Support	PC/Laptop Meladye Shively	Performance Workforce Services	Microsoft Windows XP Professic Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.53
INC000000547205	William Greer Metro A Help Desk	PC/Laptop Edward Fortner	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.68 0.68
INC000000547206	Joseph Spear Metro A Help Desk	Network Ed Conrad	Password Workforce Services	DWS Intranet Low	Closed	TIR Missed: No TTR Missed: No	0.12 3.58
INC000000547213	Theresa Tann Metro A Hosting	None Keith Scholl	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000547234	De Ette Richards Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.27 0.27
INC000000547235	Leigh Page Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.23 0.23
INC000000547236	Sherry Bird Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.18

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INC000000547239	Caroline Coats Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.02 0.02
INC000000547245	Sheryl Benton Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.79
INC000000547251	Ioana Tooala Metro A Hosting	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547253	Shane ODell Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.32 1.65
INC000000547263	Jennifer Wright Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.27 0.27
INC000000547301	Annie Granger Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.15
INC000000547306	Debra Joan Norton Technical Application Help Desk	Application Lori Newren	None Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.31 0.31
INC000000547349	Kelly E Rees-Maw Voice Operations	Telecom Kelly Johnson	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.12
INC000000547358	Bryan Kessinger Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.27
INC000000547363	Dustin Townsend Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.20
INC000000547365	Jocelyn Juber Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.19
INC000000547366	Irwin Purcell Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.17
INC000000547370	Lauri Green Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000547377	Jan Hunt Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000547379	Cathy Swain Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547385	Nicole Kerwood Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547399	Tricia Fuhriman Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000547400	Phuc Nguyen Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547402	Jennifer Doxey Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547405	Jennifer Owens Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547415	Doug Lusty Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547431	Bianca Glasker Metro B Desktop Support	Network Stephanie Young	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.28 0.28
INC000000547442	Maryana Valles Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547478	Sally J Critchlow Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547511	Nancy Nordlund Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547512	Crystal Neil Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547513	Cheryl Earl Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547514	Desiree Jones Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547515	Michelle Mileski Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547516	Jenny Benson Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547517	Alex Zenner Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547519	Susana Acero Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547520	Lori Jacobazzi Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547521	Mark Petrie Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000547522	Dyanna Butterworth Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547523	Logan Ellsworth Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547524	Crystal Beck Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547525	Michelle Mileski Metro A Hosting	Application Thomas P Jones	Error Workforce Services	Citrix ICA Client High	Closed	TIR Missed: Yes TTR Missed: No	1.25 1.94
INC000000547526	Kim Wilcox Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547528	Maritza Rojas-Erickson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547529	Kalani Huber Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547530	Jennifer Doxey Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547542	Paula Johns Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547544	Sherrie Reed Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547547	Candice Goodwin Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547548	Lori Fox-Bush Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547549	Ryan Hale Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547554	Theresa Tann Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547556	Shane ODell Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547557	Mike Cook Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547559	Debbi Warmus Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000547561	Carrie Papworth Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547562	Doris Robinson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547563	Jane Burt Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547564	David Moore Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547567	Kim Raddon Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547569	Rachel Gleason Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547570	Paula Johns Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547571	Susana Acero Application Services	Application Terry Forsgren	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.32
INC000000547572	Paula Johns Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547574	Rochele Jackson Rural North Desktop Support	PC/Laptop Ryan Casey	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.56 0.56
INC000000547576	William Greer Application Services	Mobile Devices Dustin Crump	Error Workforce Services	Novell GroupWise PDA Connec Low	Closed	TIR Missed: No TTR Missed: No	0.06 4.41
INC000000547582	LaDawn Rivera Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547605	Rod Jensen Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.50 0.50
INC000000547607	Maria Nak Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.22
INC000000547611	Toni Jex Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.66 0.66
INC000000547613	Michelle Conley Metro A Desktop Support	PC/Laptop Adam Staks	Performance Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.56
INC000000547617	Mary Hualde Metro A Desktop Support	PC/Laptop Kraig Ellis	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.20

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INC000000547618	Heather Sawley Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.28 0.60
INC000000547621	Mike Miller Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.03 0.03
INC000000547624	Blaine Cook Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Contributions Automated Tax Sy Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000547632	Amber Hadley Rural North Desktop Support	PC/Laptop Ryan Casey	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.29
INC000000547644	Juan Flores Metro A Help Desk	Application Ed Conrad	Reporting Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000547652	Cindy Bertagnolli Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Microsoft Windows XP Professic Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000547659	Lonna G Wight Metro A Desktop Support	Application Michael Barth	None Workforce Services	Contributions Automated Tax Sy Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.31
INC000000547664	Cassandra Pickle Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Microsoft Windows XP Professic Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.21
INC000000547668	Mark Wimber Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547672	Teri Brinkerhoff Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547674	Stacy Stenovich Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547675	Keri Myers Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547677	Laura Carter Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547681	Nichole Pusey Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547682	Jeff Dart Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.22
INC000000547683	Denise Clark Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547689	Kim Auberger Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00

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INC000000547693	Dora Ward	Application	Error	Utah Works		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Workforce Services	Low	Closed	TTR Missed: No	1.00
INC000000547700	Ruth Warby	None	None	None		TIR Missed: No	0.08
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000547704	Angela A Hansen	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547709	Michele White-Milgate	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547712	Kevin Kehr	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000547713	Elizabeth Bailey-Durst	None	None	None		TIR Missed: No	0.38
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.00
INC000000547721	Cassandra Pickle	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.95
INC000000547726	Joseph Spear	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000547744	Sharen Welsh	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000547757	Candace Gray	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Hosting	Thomas P Jones	Workforce Services	Low	Closed	TTR Missed: No	0.90
INC000000547770	Nikki Cox	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000547771	Robert Goodwin	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000547772	Lori Mair	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000547773	Natalie Henderson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000547779	Glenda Furlong	Network	Error	Active Directory		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	1.53
INC000000547795	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000547803	Ryan Hale	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000547805	Ma'afala Koko Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547810	John Cone Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547811	Natalie Hendrickson Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547813	Mike Cook Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547826	Annamarie Collins Metro A Help Desk	Application Edward Fortner	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000547855	Bonnie L Kelsey Application Support - UWORKS	Application Shane Otvos	None Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	4.06 6.50
INC000000547859	Cecilia Giron Application Support - MyCase	Application Ilya Oyzerskiy	Error Workforce Services	Mycases Low	Closed	TIR Missed: Yes TTR Missed: No	3.41 3.41
INC000000547874	Dana Martinez Application Support - CATS IV	None Janice Folsom	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 9.17
INC000000547884	Glenda Furlong Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000547893	Glenda Furlong Rural North Desktop Support	Application Neil Smedley	Error Workforce Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.03
INC000000547912	Cindy Adams Voice Operations	Telecom Gail Christiansen	IP Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.27 0.27
INC000000547928	Katherine Pace Network Operations	None Michael Ostrander	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.09 1.09
INC000000547940	Paula Johns Metro A Help Desk	Remote Connectivity Ed Conrad	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.42 0.42
INC000000548123	Kathy Wendel Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Microsoft Windows XP Professic Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548135	Piper Leon Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548144	Kathryn Neibert Technical Application Help Desk	Application Michelle Meyer	None Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548155	Jason Teuscher Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000548169	Nancy Galt	None	None	None		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000548176	Michele Cuburu	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000548193	Carolyn Parsons	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro A Desktop Support		Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	1.32
INC000000548223	Heather Kelsey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548251	Heather Kelsey	Network	None	None		TIR Missed: No	0.20
Metro A Desktop Support		Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000548253	John Evans	PC/Laptop	Error	PGP		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000548257	Joshua Reeves	None	None	None		TIR Missed: No	0.18
Rural North Desktop Support		Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000548263	Heather Kelsey	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support		Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000548293	Sara Stoffers	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000548294	Christina Dahn	Telecom	Voice Mail	Telephone		TIR Missed: No	0.07
Voice Operations		Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000548296	Terry Hansen	Network	None	None		TIR Missed: No	0.00
Metro A Desktop Support		Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000548299	Michelle Wright	Application	Error	Adobe Flash		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000548301	Kasandra Asay	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548319	Carolyn Parsons	PC/Laptop	Hardware	None		TIR Missed: No	0.11
Metro A Desktop Support		Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.93
INC000000548338	Brittney Hemingway	Application	Error	Utah Works		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000548373	Gordon Snow	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548390	Jackie McAtee	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000548417	Justin Williams Voice Operations	Telecom Leon Owen	IP Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.07 0.31
INC000000548419	JaNea Lund Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000548427	John Dietrich Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.09 0.35
INC000000548434	Jeremiah Borrowman Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548435	Katriina Adair Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.05
INC000000548436	Heather Loertscher Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548451	Bonnie L Kelsey Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548455	Dana Parke Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548456	Janina Von Hartmann Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548458	Andrea Henderson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.15
INC000000548461	John Olson Metro A Desktop Support	None Eric Sedgwick	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548462	My Tran Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548469	Denise Pierson Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.07 0.07
INC000000548471	Mary Sue McMillan-Wong Network Operations	Network Dave Bodily	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 7.17
INC000000548472	Kathy Wendel Metro A Help Desk	Application Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.15
INC000000548473	Estefana Gutierrez Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548485	Rachel Gehring Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.23

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INC000000548490	Gregory Bates Application Support - EFIND	None Anhkim Le	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.16 1.16
INC000000548518	Tanya Smith Metro B Desktop Support	None Sean Chadbourne	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.26 2.91
INC000000548532	Kathy Randle Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548559	Nancy Galt Voice/Data/WAN Services	Telecom Mike Johnson	Feature Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.31
INC000000548563	Heather Loertscher Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.33
INC000000548582	Susy M Westphal Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000548597	Joe Edman Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000548601	Melissa Daymont Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000548603	Brandon Haslam Rural Central Desktop Support	Telecom Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000548623	Jackie McAtee Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000548636	Peggy Barton Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000548645	Tyrone Bonner Operations Production Control	Application Cal Brinton	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.27
INC000000548666	Koral Vasquez Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548682	Tracia Sullivan Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548703	Jeff Dart Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548705	Jeff Dart Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548707	Jeff Dart Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000548708	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548738	Timothy Budd	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548744	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548768	Troy Evans	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548813	Debra Joan Norton	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548818	Rachana Keo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000548819	Darci Burnett	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548863	Mark Allen Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548902	Happi Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000548907	Lawnie Rasmussen	None	None	None		TIR Missed: No	0.65
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.65
INC000000548954	Jerry Culwell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.33
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000548958	Stacie Tonks	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000548973	Lauri Green	Application	Error	Utah Works		TIR Missed: No	0.41
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.32
INC000000549112	Carlos Arroyo	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000549136	Rene Meza	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000549137	Courtney Marshall	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000549139	Pamela Surakhun	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000549151	Lynn Thomas Voice/Data/WAN Services	Telecom Spencer Blodgett	None Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.38 0.77
INC000000549153	Rick Maners Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.42 0.42
INC000000549157	Lynnette McKee Metro B Desktop Support	Application Anthony Booyse	Error Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.71
INC000000549219	Jackie McAtee Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549222	Chris Baker Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549241	Ulysses Tongaonevai Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	2.52 2.52
INC000000549264	Curt Stewart Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549282	Lauryn Miller Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549287	Sonia Ayala Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549292	Wendy Horne Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000549295	Ryan Peterson Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000549300	Jeana Bahr Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Google Chrome Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000549315	Timothy Dye Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000549321	Michelle Viertel Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000549332	Chris Baker Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.42 0.78
INC000000549337	Robin Day Technical Application Help Desk	None Debbie Campbell	None Workforce Services	Mycases Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.49
INC000000549343	Annamarie Collins Rural North Desktop Support	Network Kim Ratushniak	Error Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.68

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Workforce Services

INC000000549357	Anne Vincent Application Support - Content Man	None Nate Olson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.08
INC000000549375	Jeremy Barton Metro A Desktop Support	PC/Laptop Michael Barth	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 3.86
INC000000549407	Stacy Stenovich Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.39
INC000000549457	Chris Baker Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.26
INC000000549546	Elleisha Knowlton Operations Production Control	Application Christie Burnham	Password Workforce Services	Utah Criminal Justice Informatio Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549556	Jamar Lee Metro A Hosting	Application Tom Carney	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: Yes	0.00 7.80
INC000000549558	Cristina Chavez Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549564	Pamela Surakhun Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549569	Penney Chipp Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549614	Kasandra Asay Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549615	John Pace Metro A Desktop Support	PC/Laptop Michael Barth	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	0.00 2.54
INC000000549619	Rebecca D Anderson Metro A Help Desk	Application Edward Fortner	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.32 0.55
INC000000549661	Pamela J Wilson Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.73 5.24
INC000000549668	Elleisha Knowlton Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549670	Pamela J Wilson Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	2.43 2.43
INC000000549673	Galina Greer Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549681	My Tran Metro A Help Desk	Application Ed Conrad	Error Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.19

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INC000000549706	Heather Loertscher Rural Central Desktop Support	PC/Laptop Paul Petersen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 5.98
INC000000549732	Shelley Esplin Rural South Desktop Support	Application Lance Nay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549734	Melody Farnsworth Rural South Desktop Support	PC/Laptop Lance Nay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549746	Shonie Barker Rural Central Desktop Support	None Jay Barfuss	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.67
INC000000549750	Allen Penrod Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.60
INC000000549755	LeAnn Hatfield Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549756	Clint Beebe Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.31
INC000000549762	Brian Peirce Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Error Code Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.35
INC000000549771	Carol Lowman Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549773	Ryan Reeder Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549789	Matthew Goodman Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.07
INC000000549797	Jill Black Rural North Desktop Support	PC/Laptop Dane Smith	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	0.00 8.37
INC000000549802	Joan Norton Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549805	Penni Dehaan Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549818	Antonette Gray Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549827	Stefanie Elscamp Metro A Help Desk	Application Ed Conrad	None Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000549859	Jeremy Barton Metro A Desktop Support	Application Michael Barth	Error Workforce Services	Computerized Unemployment B Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.51

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INC000000549883	Matthew Jacobsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549898	Lauryn Miller	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	1.17
INC000000549911	Robert Chambers	None	None	None		TIR Missed: No	0.25
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000549923	Kym Ney	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549927	Andy Platt	Application	Password	Content Manager		TIR Missed: No	0.50
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.63
INC000000549936	Kelly Thornton	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549955	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000549966	Jackie McAtee	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000549988	Evelyn Gonzales	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	1.54
INC000000549991	Michelle Slaughter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550028	Curt Cooper	Telecom	Voice Mail	None		TIR Missed: No	0.25
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.36
INC000000550068	Jamie Guenon	PC/Laptop	Performance	None		TIR Missed: No	0.30
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	1.46
INC000000550070	Alexia Murphy	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000550080	Leigh Page	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000550083	LeAnn Hatfield	Application	Password	Utah Works		TIR Missed: No	0.07
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	7.08
INC000000550089	Lindsey Caffall-Davis	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000550091	Ryan Hale	None	None	None		TIR Missed: Yes	1.07
	Metro A Hosting	Thomas P Jones	Workforce Services	Low	Resolved	TTR Missed: No	1.07

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INC000000550092	June Bradfield Metro A Hosting	Application Thomas P Jones	Error Workforce Services	Citrix ICA Client Medium	Resolved	TIR Missed: No TTR Missed: No	0.00 1.06
INC000000550093	De Ette Richards Technical Application Help Desk	Application Michelle Meyer	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: Yes TTR Missed: No	1.06 1.06
INC000000550104	Nichole Pusey Metro A Help Desk	Application None	Error Workforce Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550108	Carol Lowman Metro A Help Desk	Application None	Error Workforce Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550110	Kim Wilcox Metro B Desktop Support	Application Sean Chadbourne	Reporting Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.89 0.89
INC000000550114	Terresa L Graham Metro A Help Desk	Application None	Error Workforce Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550116	Susy M Westphal Metro A Help Desk	Application None	Error Workforce Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550117	Verlin Christensen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550121	Verlin Christensen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550122	Peggy Barton Metro A Help Desk	Application None	Error Workforce Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550125	Lida Khoshal Metro A Help Desk	Application None	Error Workforce Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550128	Denice Springer Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550132	Karen Shepherd Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.21
INC000000550137	Jane Randquist Metro C Help Desk	None Ross Owen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550141	Stacie Tonks Application Support - UWORKS	Application Eric Strong	None Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.56 0.56
INC000000550149	Courtney Marshall Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550196	Shelly Ivie Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000550250	Jacoy Richens Metro A Help Desk	Application Ed Conrad	Password Workforce Services	State Payroll Time Entry System Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000550288	Solomon Scheidell Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000550293	Robyn Thomas Metro A Desktop Support	Application Mike Beynon	None Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.07
INC000000550365	Stacy Stenovich Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.03
INC000000550381	Jason Teuscher Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.22
INC000000550382	Bonnie L Kelsey Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.19
INC000000550386	Helen Sawyer Rural South Desktop Support	Network Doug Chaston	Performance Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000550397	Kelley R Meredith Help Desk	Network Julie VanBeekum	Password Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000550411	Abel Macias Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.10
INC000000550419	Jason Teuscher Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	TIR Missed: Yes Resolved TTR Missed: No	2.76 3.31
INC000000550423	Chris Cook Metro A Help Desk	Application Ed Conrad	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000550440	Melissa Beagley Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.25 0.25
INC000000550451	Nathan Dopp Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.14 0.22
INC000000550462	Chris Cook Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.03 0.05
INC000000550466	Helen Hanson Help Desk	Network Julie VanBeekum	Performance Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000550469	Dawn Nelson Application Support - APEX	Application Dave Clark	Error Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.38
INC000000550487	Linetta Moyes Metro A Desktop Support	PC/Laptop Kraig Ellis	Error Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.75

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INC000000550501	Fran Cannard	Telecom	Call/Receive	None		TIR Missed: No	0.09
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000550509	Mary Sue McMillan-Wong	Telecom	IP	None		TIR Missed: No	0.04
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	2.74
INC000000550510	Debbi Warmus	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000550526	Rosa Jimenez	Application	Reporting	Utah Works		TIR Missed: Yes	1.71
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	3.06
INC000000550535	Chuck Curtin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550544	Sandra Pyper	None	None	None		TIR Missed: Yes	1.55
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.55
INC000000550552	Kayleen Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000550562	Jeff Godfrey	None	None	None		TIR Missed: No	0.43
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	1.19
INC000000550564	Matthew Jacobsen	None	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	2.81
INC000000550580	Brandon Haslam	None	None	None		TIR Missed: Yes	1.11
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.54
INC000000550591	Lindsey Caffall-Davis	PC/Laptop	Password	None		TIR Missed: No	0.23
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	1.39
INC000000550600	De Ette Richards	Application	None	None		TIR Missed: No	0.23
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	0.78
INC000000550625	Carol Goode	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000550630	Cristy Fielding	None	None	None		TIR Missed: No	0.07
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000550642	Matthew Jacobsen	Application	None	eFIND/eSHARE		TIR Missed: No	0.66
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.67
INC000000550649	Casey Lance	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000550662	Blaine Cook	PC/Laptop	Error	None		TIR Missed: No	0.07
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.60

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INC000000550682	Gaylene Pebley Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550684	Rebecca Sangberg Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550714	Mark Sorenson Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.02 0.02
INC000000550719	Paula Lange Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550720	Paula Lange Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550740	Teresa Fulton Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.79 5.31
INC000000550741	Vint DeGraw Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.01 0.08
INC000000550744	Sujeet Sukumaran Metro A Desktop Support	Network Robert Wall	None Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000550753	Elaine Jensen Network Operations	Network Michael Ostrander	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.94
INC000000550785	Jackie Nielson Rural South Desktop Support	None Joel Finlinson	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550799	Lela King Rural South Desktop Support	PC/Laptop Joel Finlinson	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550825	Glenda Furlong Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Windo Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.83
INC000000550830	Kim Raddon Application Services	Application Tony Larsen	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.45
INC000000550836	Terrie Bouck Technical Application Help Desk	Application Jeff Dart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.72 0.72
INC000000550871	Ali Rasheed Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	3.05 4.50
INC000000550877	Leslie Henderson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550878	Leslie Henderson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000550881	Leslie Henderson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550885	Lela King Rural South Desktop Support	Application Lance Nay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550889	Lela King Rural South Desktop Support	Application Lance Nay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550893	Shelley Esplin Rural South Desktop Support	Application Lance Nay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000550898	Molly Wengreen Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	2.60 2.60
INC000000550903	Elizabeth Bailey-Durst Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.02 0.02
INC000000551012	Valerie Martin Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551023	Alisha Baker Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551033	Javier Hernandez Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551043	John Olson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551056	Jeff Shockley Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.30
INC000000551064	Fran Cannard Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.26 0.41
INC000000551069	Brad V Bailey Rural North Desktop Support	None Kim Ratushniak	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	0.00 6.45
INC000000551075	Estefana Gutierrez Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551098	Cathy Maynard Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551115	Valerie Seidel Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551118	Anna Rodriguez Application Support - EFIND	None Anhkim Le	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	14.13 14.13

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Workforce Services

INC000000551128	Rebecca Murdock Metro A Help Desk	Application Edward Fortner	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.94 0.94
INC000000551134	Sherry Stevens Operations Production Control	None Christie Burnham	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551135	Ioana Tooala Metro A Help Desk	Application Ed Conrad	Password Workforce Services	DWS Intranet Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000551153	Ben Stalling Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	None Resolved	TIR Missed: Yes TTR Missed: No	1.99 2.61
INC000000551157	Kalani Huber Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.09
INC000000551166	LaDawn Rivera Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551168	Angela A Hansen Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551187	Jessica Ankenbauer Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.30 0.74
INC000000551188	Jessica Ankenbauer Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.29 0.72
INC000000551198	Glen Nickerson Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551221	Mary Sue McMillan-Wong Help Desk	Application Julie VanBeekum	None Workforce Services	Cisco AnyConnect VPN Client Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551233	Cindy Bertagnolli Application Support - Content Manag	None Nate Olson	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.02 0.13
INC000000551239	Nicola Stark Rural North Desktop Support	None Ryan Casey	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 2.57
INC000000551240	Janean Justham Voice Operations	Telecom Leon Owen	Call/Receive Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.19 0.34
INC000000551256	Jackie Dalton Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551258	Glenda Furlong Rural North Desktop Support	Application Neil Smedley	Error Workforce Services	Novell GroupWise 32-bit Windo Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.85
INC000000551260	Mary Sue McMillan-Wong Metro A Desktop Support	Application Kraig Ellis	None Workforce Services	Cisco AnyConnect VPN Client Low	None Resolved	TIR Missed: No TTR Missed: No	0.15 1.38

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INC000000551292	Meagan McDermaid Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved	0.00 0.00
INC000000551310	Keith Frank Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.18
INC000000551313	Sonia Fowler Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	TIR Missed: Yes Resolved	1.07 8.95
INC000000551320	Tori Henson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000551360	Teresa Fulton Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Novell GroupWise Low	TIR Missed: No Resolved	0.00 0.00
INC000000551362	Dan Nelson Rural North Desktop Support	Print/Copy/Scan/Fax Kim Ratushniak	Incident Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000551384	Tracy Schroeder Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000551386	Sally J Critchlow Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000551387	Sally J Critchlow Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000551388	Tracy Schroeder Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000551395	Carrie Peterson Rural North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000551397	Randy Hopkins Rural North Desktop Support	Mobile Devices Kim Ratushniak	Error Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000551399	Vilma Flores Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Novell GroupWise Low	TIR Missed: No Resolved	0.00 0.00
INC000000551404	Leslie Minaya Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Novell GroupWise Low	TIR Missed: No Resolved	0.00 0.00
INC000000551407	William Greer Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000551546	Shirley Hilton Rural North Desktop Support	Print/Copy/Scan/Fax Don Higgs	Toner/Fuser/Ink Workforce Services	None Low	TIR Missed: No Closed	0.00 0.33
INC000000551549	Tracia Sullivan Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 1.16

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INC000000551557	Heather Loertscher Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	6.13 6.13
INC000000551560	Colby Dalton Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551564	Ashley Baker Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551566	Ashley Baker Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551572	Norene Webster Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551591	Rochele Jackson Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551603	Lauri Green Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000551634	Melanie Barker Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.09
INC000000551639	Ryan Budge Capitol Hosting	None Doug Law	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.33
INC000000551648	Jolie Jacobsen Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551680	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551693	Lori Shook Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551700	Teresa Swensen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551719	Helen Hadad Metro A Help Desk	Application Liz Evans	Password Workforce Services	Active Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551724	Devin Shipp Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551754	Darla Roberts Help Desk	Telecom Julie VanBeekum	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.34 0.39
INC000000551783	Darla Roberts Voice Operations	Telecom Romanza Hamblin Sorensen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.18 0.59

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INC000000551791	Stephen Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551798	Amanda McPeck Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551800	Michelle Toa Metro A Help Desk	Application Ed Conrad	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551805	Angel Grossaint Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551814	Marie Higgins Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551818	Lauri Green Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551819	Katherine Pace Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551821	Shirley Hilton Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551822	Daniel Felts Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551829	Jennifer Domenici Metro A Help Desk	Network Ed Conrad	None Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.22
INC000000551833	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551839	Cheryl Karren Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551841	Debbie Torres Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551857	Trenton Willson Rural Central Desktop Support	Print/Copy/Scan/Fax Jeremy Standifird	Error Code Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.41
INC000000551870	Dyanna Butterworth Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000551890	Debra Mace Metro A Desktop Support	None Eric Sedgwick	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.03 0.03
INC000000551893	Scott Teuscher Application Services	None Tony Larsen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.64 0.70

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INC000000551903	Brittney M Woodland	None	None	None		TIR Missed: No	0.45
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	0.45
INC000000551905	Jolie Bevers	None	None	None		TIR Missed: No	0.37
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	0.37
INC000000551908	Kathy Hansen	None	None	None		TIR Missed: No	0.32
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	0.32
INC000000551912	Rachael Stewart	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000551916	Kent Njord	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000551920	Robert Birkinshaw	Application	Password	Utah Master Directory		TIR Missed: No	0.27
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.38
INC000000551927	Pilar Reyna	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000551930	Dana Martinez	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.34
INC000000551948	Neil Stevens	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.66
INC000000551964	Jacqueline Parker	None	None	None		TIR Missed: No	0.75
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.91
INC000000551966	Nate Talley	None	None	None		TIR Missed: No	0.14
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000551985	Vicki Hiett	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000551987	Vanessa Mann	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552006	Phay Panh	None	None	None		TIR Missed: No	0.46
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.46
INC000000552007	Jennifer Meyer-Smart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552009	Michael Barrett	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000552010	Garth Anderson	None	None	None		TIR Missed: No	0.52
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	3.09

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INC000000552013	Troy Lamb Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552022	Courtney Marshall Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.17 3.15
INC000000552024	Melody Farnsworth Application Support - UWORKS	Application Shane Otvos	None Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.11 0.38
INC000000552025	Sheryl Nisely Metro A Help Desk	Network Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.36 0.36
INC000000552031	Gill Johns-Young Metro A Desktop Support	PC/Laptop Kraig Ellis	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.06 2.28
INC000000552046	Debbie Lyberger Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552079	Blaine Cook Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.45
INC000000552122	Joe Edman Rural Central Desktop Support	Print/Copy/Scan/Fax Rod Montoya	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552123	Bryan Kessinger Rural Central Desktop Support	Print/Copy/Scan/Fax Rod Montoya	Incident Workforce Services	Novell iPrint Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552148	Scott Smith Voice Operations	Telecom Julie Sabato	Dial Tone Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552156	Estefana Gutierrez Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552179	Stacy Stenovich Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552189	Karen A Williams Metro A Desktop Support	None Nancy Hachmeister	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000552213	Gary Williams Help Desk	PC/Laptop James Stearns	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552222	Rick Brenkmann Metro A Desktop Support	PC/Laptop Adam Staks	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	0.00 3.25
INC000000552223	Jeremy Barton Metro A Desktop Support	Application Michael Barth	Reporting Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	0.11 0.43
INC000000552236	Gill Johns-Young Metro A Desktop Support	Application Kraig Ellis	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.24

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INC000000552237	Crystal Beck Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.10
INC000000552240	Elizabeth Bailey-Durst Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.17 0.17
INC000000552244	Colette Cox Rural South Desktop Support	None Joel Finlinson	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.04 0.04
INC000000552252	Koral Vasquez Rural North Desktop Support	Application Rodney Peterson	Error Workforce Services	Novell GroupWise 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.30
INC000000552256	Gaylene Pebley Rural North Desktop Support	Network Ryan Casey	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000552258	Katie Lee Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000552265	Katie Lee Voice Operations	Application Julie Sabato	Password Workforce Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.47
INC000000552298	Lance Olsen Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.09 0.09
INC000000552307	Lisa Weinmuller Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.08
INC000000552308	Peggy Killian Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000552313	Neil Stevens Metro A Desktop Support	Application Michael Barth	Error Workforce Services	Microsoft Windows XP Professional Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.09
INC000000552318	Katie Dietz Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Novell Messenger Low	TIR Missed: No Resolved TTR Missed: No	0.09 0.13
INC000000552372	Debbie Garretson Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.14 0.59
INC000000552387	Darla Roberts Voice Operations	Telecom Romanza Hamblin Sorensen	Call/Receive Workforce Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.35 0.35
INC000000552398	Angi Nielsen Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.09 0.90
INC000000552402	Deborah Servis Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.76
INC000000552418	Anne Gilbert Metro A Help Desk	Application Ed Conrad	Password Workforce Services	DWS Intranet Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.21

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INC000000552438	Norene Webster Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise 32-bit Windo Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.19
INC000000552457	Shawn Mansell Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.10 2.41
INC000000552461	Phuc Nguyen Metro A Help Desk	Application Ed Conrad	None Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552462	Jeudi Chav Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552475	Elizabeth Bailey-Durst Metro A Desktop Support	PC/Laptop Kraig Ellis	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.09
INC000000552488	Fran Cannard Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.13 0.13
INC000000552496	David Ashby Metro A Desktop Support	PC/Laptop Michael Barth	None Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.26
INC000000552503	Heather Knowlton Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.20 0.20
INC000000552548	Fran Cannard Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.19 0.19
INC000000552565	Jayme Day Metro A Desktop Support	Application Michael Barth	Reporting Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.43 1.88
INC000000552581	Sandy Flores Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552587	Judy Kearns Rural North Desktop Support	None Wayne Higgs	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.49
INC000000552611	Glenda Furlong Rural North Desktop Support	None Ryan Casey	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.52 0.52
INC000000552617	Jeff Shockley Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552625	Elizabeth Cheney Application Support - MyCase	None Ilya Oyzerskiy	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	3.06 3.06
INC000000552633	Susan Munk Rural South Desktop Support	PC/Laptop Lance Nay	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552637	Lela King Rural South Desktop Support	Application Lance Nay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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Workforce Services

INC000000552643	Terri Waters Rural South Desktop Support	Application Lance Nay	Reporting Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552655	Terri Waters Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552662	Kathy Guymon Rural South Desktop Support	PC/Laptop Lance Nay	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552679	LaDawn Rivera Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552685	Sara Schultz Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.22
INC000000552692	Ashley Ledbetter Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.23
INC000000552698	Kaylee Ashdown Metro A Help Desk	Application Edward Fortner	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.15 0.18
INC000000552703	Keith Heaton Metro A Desktop Support	PC/Laptop Adam Staks	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000552706	Linda Wallentine Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552720	Jim Holman Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552724	Leslie Johnston Enterprise Security	None Jed Johnson	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.56
INC000000552725	fran cannard Network Operations	Telecom Michael Ostrander	CrossTalk/Noise/Static Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.15 0.58
INC000000552748	June Conn-Solomon Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.37
INC000000552782	David Chatterley Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.49
INC000000552783	Lien Le Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Medium	Resolved	TIR Missed: No TTR Missed: No	0.18 0.30
INC000000552808	Mary McConaughy Metro A Desktop Support	Network Adam Staks	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.16 0.16
INC000000552811	Sariah Hunt Rural Central Desktop Support	Network Jeremy Standifird	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.11

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Workforce Services

INC000000552834	Toni C Ansel Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552871	Shari Elliott Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 3.39
INC000000552872	Lynn Thomas Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552883	Michelle Mileski Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552886	Desiree Jones Metro B Desktop Support	PC/Laptop Anthony Booyse	Virus Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.84
INC000000552891	Jamar Lee Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552901	Penni Dehaan Metro A Help Desk	Application Liz Evans	Password Workforce Services	Active Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552904	Tiffany Whitney Metro A Desktop Support	None Eric Sedgwick	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.01
INC000000552911	Sandra Pyper Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552917	Kerrie Jensen Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	0.00 6.48
INC000000552925	Solomon Scheidell Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552938	Dimang Chao Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000552945	Rachana Keo Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000552957	Deborah Hamlett Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000552966	Wendy Richards Metro B Desktop Support	None Peter Musser	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.31
INC000000552979	Jenifer Roylance-Franco Operations Production Control	Network Christie Burnham	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.34
INC000000552981	Brandon Street Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.24 5.36

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INC000000553015	June Conn-Solomon	None	None	None		TIR Missed: No	0.01
	Application Support - Content Man	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000553037	Iris Sutton	Application	Password	Utah Master Directory		TIR Missed: No	0.24
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.90
INC000000553058	Tom Olsen	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000553070	Lynn Thomas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000553071	James Mitchell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	4.98
INC000000553089	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553100	Weston Miller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553105	Abel Macias	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553109	Jolie Bevers	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000553123	Troy Lamb	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553130	Brad Anderson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553131	Jennifer Cunningham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553135	Jared Henricksen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553137	Eden Johnson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553145	Kelly L Johnson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553156	Angi Nielsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000553167	John Davenport	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000553168	Michele Cuburu Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.21
INC000000553174	Kevin Burt Application Services	None Dustin Crump	None Workforce Services	Data Synchronizer Low	TIR Missed: No Resolved TTR Missed: No	0.13 0.17
INC000000553201	Cindy Bertagnolli Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000553204	Debra McKee Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000553205	Vint DeGraw Voice Operations	None Romanza Hamblin Sorensen	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.03 2.26
INC000000553209	Dana Simper Enterprise Security	None Ken Wheeler	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.56
INC000000553234	Ali Rasheed Metro A Help Desk	Network Ed Conrad	None Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.04
INC000000553245	Robin Parker Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000553247	Jennifer Domenici Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000553260	Mary Ann Lawson Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.77
INC000000553272	fran cannard Network Operations	Telecom Jeff Reed	Dial Tone Workforce Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.00 5.30
INC000000553348	Andrea Henderson Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.60
INC000000553367	John Evans Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.34 1.12
INC000000553378	Melanie Merrill Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000553382	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000553385	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000553439	Susan Etzel Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

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INC000000553442	Janet Butterfield Rural South Desktop Support	Application Lance Nay	Error Workforce Services	Microsoft Windows XP Professic Low	TIR Missed: No Resolved	0.00 0.00
INC000000553445	Janet Butterfield Rural South Desktop Support	Application Lance Nay	Error Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000553515	Sylvia Pineda Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.82
INC000000553523	David Moore Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000553529	Susana Acero Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000553549	Sariah Hunt Voice Operations	None Romanza Hamblin Sorensen	None Workforce Services	None Low	TIR Missed: No Resolved	0.60 2.64
INC000000553554	Heather Loertscher Rural Central Desktop Support	None Paul Petersen	None Workforce Services	None Low	TIR Missed: No Resolved	0.37 0.37
INC000000553562	Verner Iglesias Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved	0.00 0.00
INC000000553584	Neil Stevens Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Contributions Automated Tax Sy Low	TIR Missed: No Resolved	0.00 0.48
INC000000553595	Michele Cuburu Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved	0.00 0.17
INC000000553618	June Conn-Solomon Metro A Desktop Support	Network Tracy VanderVaart	Error Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.35
INC000000553620	John Davenport Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000553628	Tracy Schroeder Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	TIR Missed: No Resolved	0.16 1.83
INC000000553632	Taylee Foulger Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved	0.00 0.00
INC000000553640	Stella Lenzen Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.17
INC000000553651	Fay Tan Metro B Desktop Support	None Anthony Booyse	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 1.66
INC000000553653	Sharon Peake Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00

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INC000000553674	Lois Jones Application Support - UWORKS	None Eric Strong	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 4.89
INC000000553679	Cristina Chavez Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.60
INC000000553688	Michelle Toa Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.04
INC000000553694	Fred Fonseca Metro A Help Desk	Application Ed Conrad	None Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000553705	Scott Jensen Metro A Hosting	Application Tom Carney	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00 2.82
INC000000553713	Sara Hudgins Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000553722	Rebecca Weston Metro A Help Desk	Application Ed Conrad	Password Workforce Services	DWS Intranet Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000553728	Helen Hadad Rural Central Desktop Support	None Paul Petersen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.39
INC000000553730	Mary Zorn Technical Application Help Desk	None Michelle Meyer	None Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.25
INC000000553745	Shauna Havey Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000553768	Melody Harkwright Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000553769	Michael Nixon Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000553774	Chris Gordon Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.24
INC000000553794	Angi Nielsen Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000553827	Christine Mayne Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	3.92 10.79
INC000000553834	Marina Martin Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.21
INC000000553848	Caralee C Crye Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000553849	Cathy Iriart Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved	0.00 0.15
INC000000553852	Marion Eckersley Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	TIR Missed: No Resolved	0.27 0.70
INC000000553865	Ashley Baker Application Support - Content Man	None Randall Ottesen	None Workforce Services	None Low	TIR Missed: No Resolved	0.27 0.27
INC000000553868	Connie I Fowler Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No Resolved	0.15 0.25
INC000000553870	William Hoang Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000553887	Becky Chambers Application Support - Web Dev	None Christopher Schalk	None Workforce Services	None Low	TIR Missed: No Resolved	0.10 5.94
INC000000553898	Nate Palmer Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.22
INC000000553915	Russell King Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000553941	Nate Palmer Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Internet Explorer Low	TIR Missed: No Resolved	0.00 0.00
INC000000553953	Jeff Godfrey Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000553954	Lane London Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000554097	Laurie Wittwer Metro B Help Desk	None Val Shepherd	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000554098	Kristie Mikstas Metro A Help Desk	Application Liz Evans	Password Workforce Services	Novell GroupWise Low	TIR Missed: No Resolved	0.00 0.00
INC000000554185	Carrie Mayne Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No Resolved	0.00 0.00
INC000000554187	Rick Little Operations Production Control	None Christie Burnham	None Workforce Services	None High	TIR Missed: No Resolved	0.00 0.00
INC000000554190	Rick Little Operations Production Control	None Christie Burnham	None Workforce Services	None High	TIR Missed: No Resolved	0.00 0.00
INC000000554207	Robert Chambers Application Services	Application Martin Gonzalez	None Workforce Services	Novell GroupWise Low	TIR Missed: No Resolved	0.49 6.37

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INC000000554211	Joanna Smith Operations Production Control	Application Christie Burnham	None Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	0.19 0.28
INC000000554215	Galina Greer Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554225	Tino Gutierrez Metro A Desktop Support	Network Tracy VanderVaart	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.32 0.32
INC000000554229	Sharon Lowe Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.17
INC000000554245	Sharon Lowe Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554271	Tina Dunyon Metro A Desktop Support	None Eric Sedgwick	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.07
INC000000554273	Nune Phillips Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554281	Eric Anderson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.17
INC000000554284	Jennifer Domenici Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.08 0.15
INC000000554288	Cindy Bertagnolli Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.16 0.16
INC000000554291	Jolie Bevers Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.85
INC000000554306	Rob Haltom Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554309	CindaLee Hall Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000554319	Vanessa Washington Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.15
INC000000554330	Debra Nordfelt Rural North Desktop Support	Network Kelly Warren	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: Yes TTR Missed: No	2.59 2.59
INC000000554401	Joseph Demma Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.09 0.09
INC000000554409	Candace Gray Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000554414	Alana Boscan Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.04
INC000000554422	Lynn Thomas Operations Production Control	None Christie Burnham	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554427	Victoria Solares Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554432	Sariah Hunt Rural Central Desktop Support	None Jeremy Standifird	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.23 3.72
INC000000554435	Lanette Best Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000554458	Tellina Zavala Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.02 0.02
INC000000554464	Jill Kunde Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554486	Rebecca Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554549	Blaine Cook Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.57 0.60
INC000000554555	Scott Teuscher Operations Production Control	None Christie Burnham	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554556	Scott Teuscher Operations Production Control	None Christie Burnham	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554587	Ammi Rowley Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.07 0.47
INC000000554631	David Ashby Metro A Desktop Support	None Eric Sedgwick	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.12 0.12
INC000000554638	Miri Parker Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	None Resolved	TIR Missed: Yes TTR Missed: No	1.67 2.34
INC000000554640	Carol Jennings Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554669	Matthew Larson Application Services	None Dustin Crump	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.09 0.93
INC000000554682	Anna Larson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	None Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000554688	Elizabeth Bailey-Durst Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.44 0.83
INC000000554691	Trenton Willson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554702	Janet Jolley Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.52
INC000000554751	Melissa Schneller Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554763	Rod Gordon Application Support - CUBS	None Rick Kowalczyk	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	2.35 2.35
INC000000554764	Lien Le Application Support - UWORXS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.24 0.39
INC000000554767	Nancy Galt Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.33 0.33
INC000000554801	Thomas Paul Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.25 0.55
INC000000554816	Stacy Neal Application Support - UWORXS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.26 5.44
INC000000554891	Connie Perez Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554918	Rebecca D Anderson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554937	Timothy Budd Metro A Desktop Support	Application Tracy VanderVaart	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.46
INC000000554950	Kandi Kutkas Technical Application Help Desk	Application Debbie Campbell	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	0.42 0.42
INC000000554961	Paul Wright Application Support - UWORXS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.73 0.85
INC000000554968	Gerald Gappmayer Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554973	Marjorie Barker Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000554978	Brandy Kulow Application Support - MyCase	None Ilya Oyzerskiy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.11 0.11

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INC000000554982	Galina Greer	None	None	None		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000555005	Leslie Johnston	None	None	None		TIR Missed: No	0.14
Metro A Desktop Support		Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000555012	Lori Newren	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555013	Jay Hafen	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555014	Melinda Indo	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555015	Jaynee Kimber	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555043	Connie Green	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000555049	Brian Prettyman	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000555059	Kevin Kehr	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555060	Jackie Christensen	Application	Reporting	Novell ConsoleOne		TIR Missed: No	0.00
Rural Central Desktop Support		Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000555061	Jackie Christensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support		Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000555065	Alicia Rodgers	None	None	None		TIR Missed: No	0.18
Application Support - Web Dev		Dave Clark	Workforce Services	Low	Resolved	TTR Missed: No	1.02
INC000000555082	Loggins Merrill	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000555085	EasterSeals EasterSeals	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
Rural Central Desktop Support		Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000555092	Christina Dahn	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555105	Natalie Hendrickson	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000555119	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000555124	Amanda Hopp Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555135	Alicia Rodgers Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555139	Marina Hilton Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.01 0.01
INC000000555159	Chris Reed Metro A Desktop Support	None Eric Sedgwick	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.04 0.04
INC000000555187	Kathy Guymon Rural South Desktop Support	Application Lance Nay	Password Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555192	Carla Navarro Voice Operations	None Romanza Hamblin Sorensen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.16 0.42
INC000000555194	Connie Perez Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.06 0.07
INC000000555213	William Greer Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555241	Roberta Ivankovich Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555320	Jaynee Kimber Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555327	Jeff Webster Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555331	Jeff Webster Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555335	Jeff Webster Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555352	Tracy Schroeder Rural North Desktop Support	None Rodney Peterson	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555397	Chris Reed Metro A Desktop Support	None Eric Sedgwick	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.07
INC000000555437	Robin Parker Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555441	Hsa Kpaw Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000555451	Joseph Spear Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555463	Joseph Spear Rural South Desktop Support	Application Lance Nay	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555519	Brandon Street Rural South Desktop Support	Network Lance Nay	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000555520	Tracia Sullivan Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00